

DO YOU HAVE A GRIEVANCE?

Speak Up.
Here's how...

First...

Request a copy of your clinic's grievance policy from a staff member, and ask questions if you don't understand how to file a grievance.

If you are still unsatisfied...

For grievances related (but not limited) to:

- Patient rights • Unfair treatment by staff • Poor communication
- Medical errors • Requests for information, assistance, or referrals
 - Services provided • Operations of the clinic
- Cleanliness of the facility • Equipment or building conditions

Contact

IPRO ESRD Network of New England

1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517

Phone: (203) 387-9332 • Toll-Free Patient Line: (866) 286-3773

Fax: (203) 389-9902

You may also contact

Rhode Island Department of Health

Division of Facilities Regulation

3 Capitol Hill, Providence, Rhode Island 02908-5097

Local: (401) 222-5200 • Fax: (401) 222-3999



End-Stage Renal Disease
Network of New England

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