

**The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.**

**If you feel your treatment does not meet these standards...**

**Speak Up.**  
**Here's how...**

**First...**

**Ask a staff member for a copy of your facility's grievance policy to find out how you can file a grievance.**

**However...**

**If you are still unsatisfied or do not feel comfortable filing a grievance with your facility...**

## **Contact**

**IPRO End-Stage Renal Disease Network of New England**

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

Toll-Free Patient Line: (866) 286-3773

Phone: (203) 387-9332 • Fax: (203) 389-9902 • E-mail: [info@nw1.esrd.net](mailto:info@nw1.esrd.net)

or

**Massachusetts Department of Public Health**

Division of Health Care Quality, Complaint Unit

99 Chauncy Street, 3rd Floor, Boston, Massachusetts 02111

Local: (617) 753-8150 • Fax: (617) 753-8165



End-Stage Renal Disease  
Network of New England

<http://network1.esrd.ipro.org>

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