GRIEVANCE PROCESS GUIDE

Use this step-by-step guide to help you get your grievance handled in a direct and successful manner.
After taking each suggested step, ask yourself whether or not the step helped. Then follow the arrows.
Please note that it is not mandatory to follow the flow chart, patients may contact any of the three reporting agencies at any time.

STEP 1: TALK TO SOMEONE AT YOUR FACILITY

Ask to speak to someone at your facility with whom you feel comfortable sharing your concern.
This might be your social worker, kidney doctor or the facility manager.
(Talk to the staff about how a grievance can be filed anonymously at your facility.)

NO

I do not feel comfortable talking to someone at my facility.
OR
I spoke to someone and I don't feel like my grievance will be handled.

YES

I spoke to someone and feel my grievance will be handled.

→ **SUCCESS**

STEP 2: CALL YOUR NETWORK

Your Network can work with you and your facility to help resolve your grievance.
The Network can be reached via this toll free number: (800) 238-3773.
(If you wish to remain anonymous, ask the Network how to file a grievance anonymously.)

NO

I do not feel comfortable talking to someone at the Network.
OR
I am not sure the Network can address my grievance

YES

After speaking with the Network I feel my grievance will be handled.

→ **SUCCESS**

STEP 3: CALL YOUR STATE AGENCY

Your state agency contact number should be posted in your dialysis facility lobby or you can ask the Network for the number to call.
(The state can address your grievance anonymously. Please let them know if that is what you prefer.)

IPRO

End-Stage Renal Disease Network Program

For more information or to file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program
Corporate Office: 300 Jericho Quadrangle, Suite 300, Jericho, NY 11753
Patient Services: (516) 231-9767 • Toll-Free: (800) 238-3773
Email: esrdnetworkprogram@ipro.org • **Web:** esrd.ipro.org

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