

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 the South Atlantic

909 Aviation Parkway, Suite 300 Morrisville, NC 27560

Phone: (919) 463-4500 • Toll-Free Patient Line: (800) 524-7139

Fax: (919) 388-9637

You may also contact

Division of Health Service Regulation - Nursing Home Licensure and Certification Section

2711 Mail Service Center, Raleigh, NC 27699-2711

Toll-Free: (800) 624-3004 • Local: (919) 855-4500

Website: <https://www2.ncdhhs.gov/dhsr>



End-Stage Renal Disease
Network of the South Atlantic

esrd.ipro.org

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