

**CATHOLIC CHARITIES  
THE BEACON  
GRIEVANCE PROCEDURE**

We strive to provide services through open communication and understanding. When for some reason you, your family, or others concerned are not satisfied with our services you may wish to follow our Grievance Procedure. You have the right to bring someone with you or ask for assistance with each step.

**STEP 1:**        Discuss your concerns with the Program Manager either in person or in writing:

**Robert Hill**  
615 E. Washington Ave.  
Madison, WI 53703  
(608) 826-8067  
[rhill@ccmadison.org](mailto:rhill@ccmadison.org)

If you are still dissatisfied:

**STEP 2:**        Contact the Director of the Beacon:

**Fannicia Hawkins**  
702 S. High Point Rd, Suite 201  
Madison, WI 53719  
(608) 826-8077  
[fhawkins@ccmadison.org](mailto:fhawkins@ccmadison.org)

If you are still dissatisfied:

**STEP 3:**        Contact the Director of Homeless Services:

**Carly Soby**  
702 S. High Point Rd, Suite 201  
Madison, WI 53719  
(608) 826-8007  
[csoby@ccmadison.org](mailto:csoby@ccmadison.org)

If you continue to be dissatisfied:

**STEP 4:**        Contact the Executive Director of Programs:

**Kelly Medenwaldt**  
702 S. High Point Rd, Suite 201  
Madison, WI 53719  
(608) 826-8007  
[kmedenwaldt@ccmadison.org](mailto:kmedenwaldt@ccmadison.org)

For each of the above steps, you can expect to be contacted by staff within two business days and will receive a final response to your concern within ten working days.