

**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:

Morgan Carling
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8067
MCarling@ccmadison.org

If you are still dissatisfied:

STEP 2: Contact the Director of the Beacon:

Fannicia Hawkins
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8109
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) 826-8077
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

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.