



Homeless Day Center
Located at:
615 E Washington Avenue
Madison, WI 53703
TheBeaconHelps.org

CATHOLIC CHARITIES THE BEACON GRIEVANCE PROCEDURE

We strive to provide services through open communication and understanding. If for some reason you are not satisfied with our services, please 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:

Chris Watson
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8067
cwatson@ccmadison.org

If you are still dissatisfied: Contact the Manager of Homeless Services:

STEP 2:

Carly Soby
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8077
csoby@ccmadison.org

If you continue to be dissatisfied: Contact the Director of Programs:

STEP 3:

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.



The Beacon is operated by Catholic Charities
702 S High Point Road, PO Box 46550, Madison, WI 53744-6550
608-826-8000 | CCMadison.org