



Stone Hawk

216 St. Mary's Lake Road, Battle Creek, MI 49017
(269) 969-9773 • Fax (269) 969-9759 • www.narcononstonehawk.com
For immediate assistance call 1-800-420-3147

July 1, 2008

State of Michigan
Office of the Attorney General
P.O. Box 30213
Lansing, MI 48909

Re: [REDACTED]
AG No.: 2007-18582

Attorney General:

I have received the complaint from your office regarding [REDACTED]. I have discussed this with our Financial Officer and she has assured me that Mr. [REDACTED] has been placed as priority to get his refund that is due. Narconon Stone Hawk has received Mr. [REDACTED] release of all claims that was received at the end of May 2008. We understand your disappointment and this will be resolved as quickly as possible. I am enclosing the signed release as well.

In our effort to improve the overall quality of how we do business, we have changed our policy and personnel to better suit the consumer's needs. Again, we are terribly sorry for the time it has taken to settle this bill and your difficulties in contacting us.

Sincerely,

Michelle Darrell
Narconon Stone Hawk

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENT, that I, [REDACTED] as well as other individuals or entities or any individual or entity claiming responsibility for [REDACTED] including him/herself, for and in consideration of the Four Thousand Twenty Seven Dollars (\$4,027.00) paid by or on behalf of NARCONON STONE HAWK, receipt of which is hereby confessed and acknowledged, do hereby RELEASE, REMISE and FOREVER DISCHARGE NARCONON STONE HAWK, KATE and PER WICKSTROM, their heirs, assigns and personal representatives and any other person, firm or corporation charged or chargeable with responsibility or liability together or through the party or parties being released hereby, from any and all claims, actions, causes of action, demands, rights, damages, costs, expenses and compensation whatsoever, past, present or future, arising out of the enrollment and discharge of the Narconon program.

I understand that this settlement is the compromise of a doubtful and disputed claim, and that the payment is not to be construed as an admission of liability on the part of the person, firm and corporation hereby released by whom liability is expressly denied and that it is made to terminate further controversy respecting all claims that I have heretofore asserted or that I might hereafter assert because of said event.

I agree there are no ill feelings between parties and agree that this matter is being handled fairly and mutually.

This release contains the entire agreement between the parties and the terms hereof are contractual and not mere recitals.

I further agree to refrain from disclosing to any third parties the terms and conditions of the resolution reached herein.

I further agree to refrain from making any disparaging comments regarding Narconon Stone Hawk.

This release shall not take affect until the Settlement proceeds have been received and negotiated.

DATE: May 16, 2008

WITNESSES:

[REDACTED]

STATE OF MISSOURI)
City of St. Louis) ss.
EXHIBIT

On this 16th day of May, 2008 before me a Notary Public in and for said County, personally appeared [REDACTED] to be the same person described in the within instrument, who being duly sworn, did say that he/she has read the foregoing Release by him signed, knows the contents thereof and that he executed the same as his free act and deed.

Notary Public
State of Missouri County,
Acting in City of St. Louis County
My Commission Expires: March 7, 2009

[REDACTED]
Notary Public - Notary Seal
STATE OF MISSOURI
St. Louis City
My Commission Expires: March 7, 2009
Commission # 0604481

RE:
CP360Q540R

Accounting Department
Narconon Stone Hawk
216 St. Mary's Lake Road
Battle Creek, MI 49017
269-969-9773

DEPT. OF ATTORNEY GENERAL
RECEIVED

DEC 03 2007

CONSUMER PROTECTION
DIVISION

INVOICE

November 12, 2007


St. Louis, MO 63109

ID Number : 1036

Date	Description	Cost
8/9/07- 8/12/07	Withdrawal @\$1500.00 per day x 3 days	4500.00
8/9/07	Administrative Fee	498.00
8/9/07	Doctor Fee (Assessment)	700.00
8/9/07	Transport Fee	275.00
8/9/07	Amount paid for retread cycle	-10000.00
	TOTAL DUE	\$ -4027.00

Please remit the total amount due within 0 days.

Thank You,

Accounting Department

RE:
CP360Q540R



Stone Hawk Rehabilitation Center

216 St. Mary's Lake Road, Battle Creek, MI 49017
(269) 969-9773 • Fax (269) 969-9759 • www.narcononstonehawk.com
For immediate assistance call 1-800-420-3147



St. Louis, MO 63109

Michelle Darrell
Narconon Stone Hawk
P.O. Box 460
Kalkaska, MI 49646

Dear Mr. 

Please sign and date this document with a Notary Public. Upon receipt of this document, it will be directed to the Executive Council for final financial approval, after the approval process it is then directed to the accounting department. Once it has reached the accounting department please allow 90 days for processing. Please return this document to the Kalkaska address only.

If you should have any question regarding this document, please feel free to call me at 231-314-5217.

Thank you,

Michelle Darrell
Executive Assistant

RE: CP360Q540R

Thank you for using the Better Business Bureau's Online Complaint System.
Your complaint has been assigned case # 37005703.
Correspondence regarding this complaint will be emailed to : rrenner@certifiedpower.com
Please print a copy of this for your records.

Filed on : October 31 2007

Filed by :

██████████
Saint Louis MO 63109

Filed against :
Narconon Stonehawk Rehabilitation Center
216 St Marys Lake Rd
Battle Creek MI 49017-9710

Complaint Description:

My ██████ was set up to get treated and I was told that if he did not show up, I would get a full refund of the \$10,000.00 that I prepaid on Aug 8th 2007. I contacted Kate Wickstrom initially on Aug. 16th & she indicated that she would review the files on my ██████ & contact me. She eventually put me in contact with Christine Wine who eventually sent me a release form. I returned the signed form on Sept. 10th and have had a problem ever talking to Christine Wine again. I left messages every day for approximately 4 weeks, skipped a week and continued to leave messages for Christine Wine, Kate Wickstrom, and anyone else that would take a message. This has been going on since the first week of August 2007. My ██████ never made it to the facility in Battle Creek, got no treatment at the facility, which is why I feel I am entitled to the \$10,000.00 refund. Basically, I paid for services that were not given. Every conversation that I had with anyone at the facility was met with various conflicting excuses to not get my refund or actually talk to some one about the problem.

Your Desired Resolution:

Settlement in the amount of \$10,000.00

This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It is our policy to allow the business 30 working days to respond to your complaint. You will be notified when the business has responded.

What would you like to do next?

View the status of your complaint

Return to the BBB Homepage BBB Privacy Policy

RE: CP 360 Q 540R

Page 1 of 2

Roger Renner

From: Michelle Darrell [mdarrell@narcononstonehawk.com]

Sent: Wednesday, November 14, 2007 11:37 AM

To: [REDACTED]@certifiedpower.com

Cc: specfinance@voyager.net

[REDACTED]
St. Louis, MO 63109

Michelle Darrell
Narconon Stone Hawk
P.O. Box 460
Kalkaska, MI 49646

Dear Mr. [REDACTED]

Please sign and date this document with a Notary Public. Upon receipt of this document, it will be directed to the Executive Council for final financial approval, after the approval process it is then directed to the accounting department. Once it has reached the accounting department please allow 90 days for processing. Please return this document to the Kalkaska address only.

If you should have any question regarding this document, please feel free to call me at 231-314-5217.

Thank you,

Michelle Darrell
Executive Assistant

Michelle Darrell
Stone Hawk Rehab
Executive Assistant
231-314-5217 office
231-314-5216 fax
mdarrell@narcononstonehawk.com

11/28/2007

CP 360Q540R

[Redacted]

From: [Redacted]@certifiedpower.com]
Sent: Wednesday, November 14, 2007 12:21 PM
To: 'Michelle Darrell'
Subject: RE:

Firstly, my name is not [Redacted] so my assumption is, you sent me an incorrect settlement offer. The amount is totally out of the question if in fact in is for me.

[Redacted]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [Redacted]
Fax [Redacted]

www.certifiedpower.com
[Redacted]@certifiedpower.com

From: Michelle Darrell [mailto:mdarrell@narcononstonehawk.com]
Sent: Wednesday, November 14, 2007 11:37 AM
To: [Redacted]@certifiedpower.com
Cc: specfinance@voyager.net
Subject:

[Redacted]
St. Louis, MO 63109

Michelle Darrell
Narconon Stone Hawk
P.O. Box 460
Kalkaska, MI 49646

Dear Mr. [Redacted]

Please sign and date this document with a Notary Public. Upon receipt of this document, it will be directed to the Executive Council for final financial approval, after the approval process it is then directed to the accounting department. Once it has reached the accounting department please allow 90 days for processing. Please return this document to the Kalkaska address only.

If you should have any question regarding this document, please feel free to call me at

231-314-5217.

Thank you,

Michelle Darrell
Executive Assistant

Michelle Darrell
Stone Hawk Rehab
Executive Assistant
231-314-5217 office
231-314-5216 fax
mdarrell@natcononstoneshawk.com

CP360Q540R

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Wednesday, November 14, 2007 12:28 PM
Subject: Read:

Your message

To: Michelle Darrell
Cc:
Subject: RE:
Sent: Wed, 14 Nov 2007 13:21:28 -0500

was read on Wed, 14 Nov 2007 13:27:42 -0500

CP360Q540R

GROUP: 11/14/07

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Wednesday, November 14, 2007 12:32 PM
To: [REDACTED]@certifiedpower.com
Subject: You have been sent 1 document



scan0003.jpg (61 KB)

<<scan0003.jpg>> Please accept my apology on the release form. This is the correct and scanned copy of the document. Please call Per to discuss further.

HP Photosmart Essential - Smart. Simple. Fast!
Unleash the Photo Power of your Printer.
Download your copy in as little as one minute at:
<http://www.hp.com/go/pse/email>

CP360Q540R

[Redacted]

...
... Renner

From: [Redacted] [renner@certifiedpower.com]
Sent: Thursday, November 15, 2007 8:25 AM
To: Michelle Darrell
Subject: Per Wickstrom et al

Per Wickstrom et al:

The proposal of \$4027.00 and the 90 day time frame is totally unacceptable. At our conversation you stated [Redacted] actual stay at your facility was 3 days. To my knowledge his stay was at the Salvation Army facility in Grand Rapids. As I stated in my initial conversation with Kate Wickstrom I would be more than willing to pay for this. This attempt to get a refund for services not performed was initiated in mid August of 2007. Therefore the time frame of another 90 days is unacceptable.

My proposal to you is \$8000.00 and a 2 week time frame for getting this done.

I do not see a cost of \$5973.00 for a 3 day stay which was not at your facility as a reasonable offer.

[Redacted]
St Louis, Mo. 63109
[Redacted]

[Redacted]
[Redacted]@certifiedpower.com

CP360Q540R

Report Title

From: [REDACTED]@certifiedpower.com]
To: [REDACTED]
Sent: Thursday, November 15, 2007 8:28 AM
Subject: Read: Per Wickstrom et al

Your message

To: Michelle Darrell
Subject: Per Wickstrom et al
Sent: 11/15/2007 8:25 AM

was read on 11/15/2007 8:27 AM.

CP 360 Q 540 R

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Thursday, November 15, 2007 9:41 AM
Subject: Read:

Your message

To: Michelle Darrell
Cc:
Subject:
Sent: Thu, 15 Nov 2007 09:26:08 -0500

was read on Thu, 15 Nov 2007 10:40:43 -0500

CP360 Q540R

[REDACTED]
From: [REDACTED]@certifiedpower.com]
Sent: Friday, November 16, 2007 4:15 PM
To: Michelle Darrell
Subject: REFUND

Still have not gotten a response regarding the attached proposal.

[REDACTED]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [REDACTED]
Fax [REDACTED]
www.certifiedpower.com
[REDACTED]@certifiedpower.com

CP360Q540R

Read: REFUND

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Friday, November 16, 2007 4:16 PM
Subject: Read: REFUND

Your message

To: Michelle Darrell
Cc:
Subject: REFUND
Sent: Fri, 16 Nov 2007 17:14:39 -0500

was read on Fri, 16 Nov 2007 17:15:48 -0500

CP 360 Q 540 R

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Friday, November 16, 2007 4:20 PM
To: [REDACTED]
Subject: RE: REFUND

I will forward this to Per. Thanks

From: [REDACTED]@certifiedpower.com]
Sent: Friday, November 16, 2007 5:15 PM
To: Michelle Darrell
Subject: REFUND

Still have not gotten a response regarding the attached proposal.

[REDACTED]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [REDACTED]
Fax [REDACTED]
www.certifiedpower.com
[REDACTED]@certifiedpower.com

CP360 Q540 R

Travis Renner

From: [REDACTED]@certifiedpower.com]
Sent: Monday, November 26, 2007 8:15 AM
To: Michelle Darrell
Subject: REFUND SECOND REQUEST !!

Still have not gotten a response regarding the attached proposal.

[REDACTED]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [REDACTED]
Fax [REDACTED]
www.certifiedpower.com
[REDACTED]@certifiedpower.com

CP360 Q 540R

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Monday, November 26, 2007 9:40 AM
Subject: Read: REFUND SECOND REQUEST !!

Your message

To: Michelle Darrell
Cc:
Subject: REFUND SECOND REQUEST !!
Sent: Mon, 26 Nov 2007 09:14:49 -0500

was read on Mon, 26 Nov 2007 10:40:21 -0500

CP360Q540R

[Redacted]
From: [Redacted]@certifiedpower.com]
Sent: Monday, November 26, 2007 3:03 PM
To: [Redacted]@NETZERO.NET
Subject: FW:

[Redacted]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [Redacted]
Fax [Redacted]
www.certifiedpower.com
[Redacted]@certifiedpower.com

From: Michelle Darrell [mailto:mdarrell@narcononstonehawk.com]
Sent: Wednesday, November 14, 2007 11:37 AM
To: [Redacted]@certifiedpower.com
Cc: specfinance@voyager.net
Subject:

[Redacted]
St. Louis, MO 63109

Michelle Darrell
Narconon Stone Hawk
P.O. Box 460
Kalkaska, MI 49646

Dear Mr. [Redacted]

Please sign and date this document with a Notary Public. Upon receipt of this document, it will be directed to the Executive Council for final financial approval, after the approval process it is then directed to the accounting department. Once it has reached the accounting department please allow 90 days for processing. Please return this document to the Kalkaska address only.

If you should have any question regarding this document, please feel free to call me at 231-314-5217.

Thank you,

Michelle Darrell
Executive Assistant

Michelle Darrell
Stone Hawk Rehab
Executive Assistant
231-314-5217 office
231-314-5216 fax
mdarrell@narcononstonehawk.com

[REDACTED]

From: [REDACTED]@certifiedpower.com]
Sent: Tuesday, November 27, 2007 8:13 AM
To: Michelle Darrell
Subject: REFUND THIRD REQUEST !!

CP360Q540R

Still have not gotten a response regarding the attached proposal.

[REDACTED]
Certified Power Inc.
4035 Fee Fee Rd.
Bridgeton, Mo. 63044
Ph. [REDACTED]
Fax [REDACTED]
www.certifiedpower.com
[REDACTED]@certifiedpower.com

CP360 Q540R

From: Michelle Darrell [mdarrell@narcononstonehawk.com]
Sent: Tuesday, November 27, 2007 11:17 AM
Subject: Read: REFUND THIRD REQUEST !!

Your message

To: Michelle Darrell
Cc:
Subject: REFUND THIRD REQUEST !!
Sent: Tue, 27 Nov 2007 09:12:51 -0500

was read on Tue, 27 Nov 2007 12:17:01 -0500

CP340 Q540R

Robert F. ...

From: Michelle Darrell [mdarrell@narcononstonehawk.com] ---
Sent: Tuesday, November 27, 2007 11:17 AM
Subject: Read: REFUND THIRD REQUEST !!

Your message

To: Michelle Darrell
Cc:
Subject: REFUND THIRD REQUEST !!
Sent: Tue, 27 Nov 2007 09:12:51 -0500

was read on Tue, 27 Nov 2007 12:17:08 -0500

CP INTERNET WEB COMPLAINT

Date Received: 11/27/2007

CP No. 200718592

Internet ID No. cp36og540r

Present Status: Open

Consumer Information

Name [REDACTED]

Address [REDACTED]

City, State, Zip BRIDGETON MO 63044

County OUT-OF-STATE

Home Phone No. [REDACTED]

Work Phone No. [REDACTED]

Primary Company Complained Against

Name NARCONON STONE HAWK

Address 216 ST MARY'S LAKE RD

City, State, Zip BATTLE CREEK MI 49017

County KALAMAZOO

Company Ph No. 269-969-9773

Company Fax No. 269-969-9759

Company Email

Company Website www.narcononstonehawk.com

Secondary Company Complained Against

Name PER WICKSTROM

Address PO BOX 460

City, State, Zip KALKASKA MI 49646

Company Ph No. 231-314-5213

Company Fax No.

Company Email mdarrel@narcononstonehawk.com

Complaint Information

Did you sign a contract? n Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year:

VIN No.:

Is there additional documentation being forwarded?

How?

Complaint Detail Information

My [REDACTED] was scheduled to go to the Battle Creek facility for substance re-hab. For this I prepaid \$10,000.00 in advance with the assurance that this amount was fully refundable if he did not show up. This was told to me by a "Dan Green". He actually went to a Salvation Army facility in Grand Rapids for a total of three days for detox. From there he was sent to Albion for another three days. I have been trying to negotiate at least a reasonable, partial refund since August 16th 2007. I was offered \$4027.00 and a 30 day time frame which is completely unacceptable. I replied I would accept \$8000.00 and a 2 week time frame. As of this date I have not heard any response. During this time period beginning on the 16th of August, I was calling virtually every day and was being told the person I needed to speak with was not available. Following are the names of the persons I actually spoke to.

Per Wickstrom

Kate Wickstrom

Michell Darrell

Christine Wine

I also was initially given a release form that stated if I signed I would be refunded the complete amount. I have a copy in my possession.

CP INTERNET WEB COMPLAINT

Date Received: 06/27/2007

CP No. 200709545

Internet ID No. cp116te1740a

Present Status: Open

Consumer Information

Name [REDACTED]

Address [REDACTED]

City, State, Zip LIMA OH 45806

County OUT-OF-STATE

Home Phone No. [REDACTED]

Work Phone No. [REDACTED]

Primary Company Complained Against

Name NARCONON STONE HAWK

Address 216 ST. MARYS LAKE ROAD

City, State, Zip BATTLE CREEK MI 49017

County KALAMAZOO

Company Ph No. 269-969-9773

Company Fax No. [REDACTED]

Company Email [REDACTED]

Company Website http://www.narcononstonehawk.com/

Secondary Company Complained Against

Name PER AND KATE WICKSTROM

Address 216 ST. MARYS LAKE ROAD

City, State, Zip BATTLE CREEK MI 49017

Company Ph No. 269-969-9773

Company Fax No. [REDACTED]

Company Email [REDACTED]

Complaint Information

Did you sign a contract? y Y = Yes N = No

Where did you sign this contract? AT NARCONON STONE HAWK

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: [REDACTED]

VIN No.: [REDACTED]

Is there additional documentation being forwarded?

How? [REDACTED]

Complaint Detail Information

My story is a long one but not unique I've found out. In April of this year our [redacted] year old [redacted] relapsed with drugs after 4 years of staying clean. After several attempts to detox himself, he realized he couldn't do it alone. He talked to his [redacted] and I, and I started to research via the internet of facilities to take him to. Narconon Stone Hawk kept coming up, so I went to their website and read all their information, and found out it was in Battle Creek Michigan, which is three hours away from us. I contacted Stone Hawk, and within days got a call from a Nic Behner who was a former student of the program. He was so positive, and told me he was an addict for 10 years, until Stone Hawk, and how it saved his life. I was so moved, and felt a glimmer of hope for [redacted]. Nic had graduated the program just last November of 06, and was now an intake counselor for their program. I thought that was pretty soon, but I also thought who better to relate to a family going through this. I figured he wouldn't be the one we dealt with later, if we sent our son there. After telling us all the wonderful things about Stone Hawk, and the picture on website shows it's a beautiful lake, which felt so peaceful for someone going to go through rehab, I was pulled in. I asked about the cost, and Nic told me it was \$27,900 for a 4-6 month program. I was shocked, and overwhelmed, but then the thought of my [redacted] getting help, and they said they have a 70% success rate, and can you put a price on your [redacted] life? Nic continued to call me regularly for the next week, and after talking it over with my [redacted] and my [redacted] we all agreed to do it. I was going to use inheritance money, and my [redacted] was going to pull from his retirement money. Nic called again, and we said we were going to bring [redacted] but not until the following Monday, and he said that wasn't a good idea, because our [redacted] could use again, or worse die before we got there. More guilt, but our [redacted] wanted to say good bye to his friends before he left. Nic told us that I would have to put \$5000.00 to insure Scott a bed, because they only had 100 beds, and only 2 open beds at that time. Again, pressure, but I said I would. He wanted to put it on my credit card, and I said fine, but I didn't want to give him my information. I asked for someone in the financial department to handle this, and he then connected me with Daniel Greene who took my information. I wasn't going to give credit card information to a 6 month recovering drug addict. I just found out Daniel Greene is no longer with Stone Hawk. It seems former students pretty much run the place on a daily basis. On Monday May 7, 2007 we drove our [redacted] hours to Stone Hawk, with all his belongings, and our emotions running high. We felt good that we were doing what we felt was best for him, but also guilt, and worry, of not really knowing anything else about Stone Hawk. Nic met us at the facility, and gave us a mini tour. Just the cafeteria, and outside in the rear of the property, overlooking the lake. I guess this place was once owned by Mr. Kellogg they said. Still, no one other than Nic to talk to us. He took us in a locked room, sat down with us, and then pulled out a contract. My head, and emotions were running a hundred miles per hour, and I tried to read, and it said after 2 weeks if [redacted] decided to leave, or was dismissed from the program we (the [redacted] would lose 15,000, and a 1,000 per day after that. Again I'm overwhelmed, and thinking what? Nic said [redacted] will be fine, and once he's in the sauna treatment part of the program he's going to feel so good, and not to worry. The sauna treatment is another thing that pulls you in. They tell you that [redacted] are stored in our fat cells, and if not completely out of your body, that you can have a craving months after you're detoxed. The sauna sweats this out of you. The sauna also gives them mega amounts of vitamins (no [redacted] of any kind), a high dose of [redacted]. This is to help sweat the drugs out of your system. Back to the contract. Nic then said if [redacted] did have an ethics discipline that they felt they needed to take care of that they would put him in a motel away from the facility, give him 10.00 and make him think about his actions, and either come back or call home for a ride. That didn't feel right at all. They said they had another option, and that was to hold [redacted] for up to 12 hours, to give us time to drive and pick him up. We checked that option, because I felt at least we would know he was safe until we got there, if this happened. Again, doubt is starting to come into my head, but what are you to do. You've driven 3 hours with your [redacted] with all his belongings, he's finally open to do this, and you're sitting at the facility. I felt this was our answer to prayer, and we had to follow through. We gave Nic our checks, and he said, "oh there is also a \$500. medical emergency fund we need for Scott, and he'll need money in his personal student account." Another cost, not told to us before we got there. We are not wealthy people, and this was overwhelming, but again, do you walk away at this point? No. We wrote out the extra checks, and gave him the balance of the \$27,900, and had to ask him to make copies of receipts for us. At no time did we ever meet anyone of authority at this place. [redacted] started the withdrawal part of the program that day. I called every day to check on him, and Nic said he was doing really well. (probably because he had started his detox the week before we took him). Approx. 6 days later I got my first call from [redacted] and he said he was well, and withdrawal went well. He said the program was a little longer than we told him, and when I said if after 3 months you want to leave, you can. He told me, no, I want to graduate from the program. I felt very good, and relieved after our talk. He called me the next day to wish me a happy [redacted] day. Again pretty positive. He did say there definitely Scientology things being taught here. (This is something I had asked Nic about, because I had read that Narconon is Scientology based.) Nic assured me that in no way do they teach or practice any Scientology at Stone Hawk. I talked to [redacted] a few more times over the next 2 weeks, and on May 31, 2007 I get a call from [redacted] saying he was done and wanted to leave. I was shocked, and devastated all at once, and asked what happened. He said he had become friends with a girl there, and Stone Hawk felt they were getting too close, and wanted to put them in different facilities. He thought it was bullheaded and when you've got someone with a defensive personality anything can happen. [redacted] is a very passive person, but bullheaded.

An hour later I got a call from his SS (student supervisor) (again, no one of authority), and he asked if I had talked to [redacted] and said yes, and what's going on. He told me that [redacted] and this girl were suspected of having [redacted]. They wanted to move one of them, and both said they weren't staying. I guess they tried to get them to stay, and go to ethics (the hotel punishment), but by then they weren't going to. The next time I heard from [redacted] it was 10pm at night, and he was walking the streets of Battle Creek, and found a Marathon station, and called me collect. No money, no cell phone, and in a city that he didn't know. His [redacted] had to drive three hours, and found him at 2am in the morning. By this time the girl had left too, (they let a [redacted] old girl walk out too) and she had found [redacted] and now another problem my [redacted] had to deal with. He couldn't leave her on the streets of Battle Creek. I guess her [redacted] lived in Philadelphia.

I am furious that a so-called Michigan certified drug rehab can run an operation this way. At no time did we ever talk to the owner, the president of Stone Hawk, and any administrators, until the following day when Jai Elhert called to try to do some damage control. He even tried to get us to talk the kids into going back. I've tried to call Per Wickstrom and Daniel Greene, and neither would return my calls. I even sent a registered letter to Per, which he refused. If you're an honest organization, and an upright person, why would you not try to talk to the [redacted] and make things right. The way the contract is written, if your loved one is there 3 weeks out of the 4-6 month program, they virtually have almost your entire \$27,900. It's not right. I found out later from Jai, that [redacted] and this girl met in the sauna. I asked him, "are you telling me you allow males, and females in the sauna at the same time?" He said yes, we want to keep it real, like the real world. I told him they're there because they can't handle the real world yet. You don't put guys and girls with [redacted] and emotions, for hours a day (5 hours a day) in a hot sauna in swimsuits, and not think that they're going to talk, and bond with one another. This is not "Club Med". [redacted] has told me things about the place since he's been home, and Jai said, "and you're going to believe him?". They do push Scientology, and they do punish anyone that wants aspirin, or something for pain. They verbally talk down to them. It's completely run by former students unless there is a major problem. I want some justice for this. I want the majority of my money back. Jai called me yesterday, after receiving my letter, and Per's letter. (I mailed Per's letter to Jai, and asked him to give it to Per). He seemed a little concerned that I wrote what I did, and said he didn't know why I'm saying negative things about them, and telling them I'm going to do whatever is necessary to get my money back. He told me, he would have Per definitely call me, which as of this morning, he has NOT. He said he would take it to the executive board, and tell them I want more of my money back, than what they've said I'm entitled to. I know that this is what they want. They set the students up to fail, and then when they do, (usually within a couple of weeks) they have your money, and a new bed opens up. Start the process all over again. (By the way, my [redacted] and the girl both said, there were always open beds there) [redacted] said the day he got there (remember only 2 beds open) he was in a room with 3 beds, and he was the only one in there. So many things, and high pressure, and lack of real professionals running this facility. The only good thing out of this is my [redacted] was determined to stay clean. (I feel to prove something to us) He is doing good so far, but I still worry that without long term treatment he could relapse. Please, if there is anything you can do to help me I would appreciate it. I really think this place needs to be investigated thoroughly. After the fact, I have found out so much from other families that have had the same experience at Stone Hawk. There is a radio talk show host [redacted] that has been having people tell their stories, about Stone Hawk. I want to go the route of the proper channels, and hope I've made the right choice. Thank you for your time. [redacted] - Lima, Ohio

From: "Michelle Darrell" <mdarrell@narcononstonehawk.com>

Date: Tue, 04 Mar 2008 17:12:56 -0500

Subject: Complaints Settled

Re: 

Both of these cases have been settled, they both told me that they would withdraw their complaints.

I think we are up to date on everything, please let me know if you need anything else from me.

Thanks,

CP INTERNET WEB COMPLAINT

Date Received:

CP No.

Internet ID No.

Present Status:

Consumer Information

Name

Address

City, State, Zip

County

Home Phone No. Work Phone No.

Primary Company Complained Against

Name

Address

City, State, Zip

County

Company Ph No. Company Fax No.

Company Email

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No. Company Fax No.

Company Email

Complaint Information

Did you sign a contract? Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year:

VIN No.:

Is there additional documentation being forwarded?

How?

Complaint Detail Information

I would like to begin by saying that I have made close to 40+ calls over the past year and a half to Stonehawk in regards to insurance and insurance reimbursement, with very few responses.

I attended Stonehawk in 2006 for treatment, which my [REDACTED] paid for in full in the amount of \$23,400. While there, after much pressure on my part they filed 1 of 3 claims to my insurance company, Blue Cross Blue Shield of Illinois. The other 2 claims I had to file myself due to lack of follow through on Stonehawk's part. The first claim was for \$13,000, which I ended up having to gather medical info for from Stonehawk to complete (this took 1 year). Stonehawk failed to state on the claim that they had been paid in full. Therefore my insurance reimbursement check was sent to them and on August 18th of 2007, which they immediately deposited into their account. After many calls by myself (many unreturned), I was told by Stonehawk that I would be charged a "administration fee" of \$390.00, that my check was "in the mail".

That was 5 months ago, and the check never arrived. I was again told last week (January 21, 2008) once again, that the "check was in the mail. This was over a week ago, and now once again they are refusing to return my phone calls.

To simplify, Stonehawk has refused to send me the \$8000.00 that is rightfully mine, and that this is a fact they are fully aware of and choose to ignore.

I still have 2 outstanding claims with my insurance company, which Stonehawk is refusing to respond to so that the claims cannot be completed.

I have documentation to prove all of the claims that I have made above.

I also have a multitude of other issues in regards to Stonehawk claiming to be a legitimate treatment facility but will save those for the courtroom.

I have been under much stress over the past year trying to deal with a facility that was paid \$23,400 to help me in my recovery from [REDACTED] and has proven time and time again that my well being is of very little concern to them.

Thank you for your time,
[REDACTED]

Perrin, Margaret M Ms.

From: "Michelle Darrell"

Sent: March 06, 2008 6:25 AM

To: Internet Recipients, Listed

Internet: "Michelle Darrell"

File Name: [REDACTED] Narconon Stone Hawk - 2008-01156

Topic: Complaints Settled

CP084

From: "Michelle Darrell"

Date: Tue, 04 Mar 2008 17:12:56 -0500

Subject: Complaints Settled

Re: [REDACTED]

Both of these cases have been settled, they both told me that they would withdraw their complaints.

I think we are up to date on everything, please let me know if you need anything else from me.

Thanks,