

[REDACTED]
Ann Arbor, MI 48104

July 17, 2007

Attorney General's Office
Consumer Protection Division
RE: AG# 200709365 Narconon Stone Hawk

To Whom It May Concern:

Attached are copies of correspondence with the drug treatment facility that my son was in from February 16, 2007 until March 21, 2007. He was supposed to be there for four to six months. I had to pay over \$3000 per week, as they will not refund any of my money. In fact, they have not even paid me the courtesy of responding to my letters except to send back the certified mail postcard.

I am also enclosing the "contract" that we signed. If nothing else, I think their practice of not telling us that it is a no refund program until we got there is unethical. They take advantage of people who are desperate to get help for their loved ones and then throw this contract at us that has us agree to no refund and to never suing them or for paying their legal fees if we do sue them. How ethical is that? They wouldn't let me see beyond the front lobby so how was I to know what awaited my son behind closed doors?

In addition to violating my son's privacy (for which he has filed a complaint with the Office of Civil Rights), I believe they violated our trust in two ways:

- 1) They misled us by claiming that the facility had no connection to Scientology. Since my son enrolled there, they now have a blog, which does better explain the connection. Had I had access to that prior to taking Larry to Battle Creek, I probably would have searched for a different facility.
- 2) They violated the contract by either hiring people who were untrustworthy or by having lax security measures regarding confidential information. I believe that protecting a patient's privacy is implied in any contract signed with a substance abuse facility. They violated that responsibility to protect my son's privacy.

In short, I believe that they advertise their program with smoke and mirrors. They prey on vulnerable and desperate people. I am not alone in my concerns about this business. As a consumer, I believe that I was misled or even lied to about the program. I believe that I was taken advantage of and "forced" out of sheer desperation to sign a contract that gives me no rights. I would like you to investigate them and ultimately, I would like to get my money back from this so-called business. I will also be contacting the appropriate agency in Michigan responsible for licensing substance abuse treatment programs.

My son is still in desperate need of help. He has no insurance and I borrowed to my limits in order to send him to Narconon Stone Hawk. I am still paying that debt. Were the money refunded, I would be able to send Larry to another program, which is critical to his survival and functioning.