

# Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp02112013498-A

Submitted: 2/11/2013 8:13:07 PM

## Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.: M  
Your Street Address: [REDACTED] City: [REDACTED]  
Your State: [REDACTED] Zip Code: [REDACTED]  
Your County: Outside Michigan  
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:  
Fax Number: [REDACTED] E-mail Address: [REDACTED]

## Primary Company Or Person Your Complaint Is About

Company or Person? Company  
Complaine Last Name: [REDACTED] Complaine First Name: [REDACTED]  
Company Name: Best Drug Rehab  
Street Address: 300 Care Center Dr  
State: NC  
County: Manistee  
Fax Number: 2699648273  
Web Site Address: www.bestdrugrehabilitation.com/  
Primary Jurisdiction: None  
City: Manistee  
Zip Code: 27609  
Phone:  
E-mail Address:  
Product Offered: Recovery services

## Secondary Company Or Person Your Complaint Is About

Company or Person? Company  
Complaine Last Name: [REDACTED] Complaine First Name: [REDACTED]  
Company Name: [REDACTED]  
Street Address: [REDACTED] City: [REDACTED]  
State: MI Zip Code: [REDACTED]  
County: [REDACTED] Phone: [REDACTED]  
Fax Number: [REDACTED] E-mail Address: [REDACTED]  
Web Site Address: [REDACTED]

## Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:  
Vehicle VIN No.:

## Complaint Information

Incident Date\Time: 5/25/2012 1:00:00 AM  
Incident Location: Battle Creek, MI  
Approximate Monetary Value: [REDACTED]  
Did you sign a contract? True  
Where did you sign this contract? Battle Creek, MI  
Is a court action pending? False  
Do you have an attorney representing you on this matter? False  
Are you willing to testify in court regarding this complaint? True  
Did you complain directly to the business? False  
What was the response from the business?  
If no complaint was given to the business directly, why?  
Was this complaint filed with any other agencies? False

## Complaint Detail/Inquiry Information

ON may 24 of 2012 I became aware [REDACTED] I looked for help on the internet and call a number for rehab placement or recommendation. I was told that best drug rehab was the best and had a really high success rate. I had dealt with my sons problem for a while and he looked really bad I was desperate. The man on the phone told me he would have BDR call me. With in a few minutes [REDACTED] of BDR called. He told me they were very successful and specialized in heroin addiction. There was no talk of Scientology. He said there were classes dealing with addiction. He said they were different approach rehab from a different approach but never said anything about Scientology. I gather my son and [REDACTED] that day and night. I signed the papers at 12:00 midnight may 25,2012. I was told that the facilities had hot tubs and sports fields and was like a very nice place. I paid BDR [REDACTED] 0. I was very vulnerable and scared they completely lied about there facilities. My son went to their detox in Battle creek and few days latter BDR transported him to the Facility in Manistee, MI. They would not let him speak on the phone for 2 weeks and there response was because he might lie and tell me the place wasnt what it was suppose to be. When I finally spoke to him he related to me they had completely lied about there services and facilities. [REDACTED] The whole place was about scientology no drug rehab at all. Nothing about sobriety. The guards were selling drugs to the patients and many patients were leaving daily. The guards were abusive per my son and several other patients I spoke to. The paper work I got said the facility was medium security. My son and another patient left, just walked out and lived on the streets between Manistee and Ludington for a week, they would not go pick him up. [REDACTED] Manistee drove all night and found him and another patient in Ludington. I drove to the facility it is a run down place, all the books and walls are covered with Scientology propaganda. I was told my son had to leave because he had taken another patient with him. The place is a wreck no controlling the patients, patients having sex there and really just a warehouse so they can charge money for services they dont provide. The food is very basic there was no cooling system he was there in June, This is not a place addicts can get well.

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[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

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(\*) I certify that the information on this form is true and accurate to the best of my knowledge.

(\*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

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