

# Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2011-cp09261916856-A

Submitted: 9/26/2011 7:16:34 PM

## Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.: L  
Your Street Address: [REDACTED] City: Ozawkie  
Your State: KS Zip Code: 66070  
Your County: Outside Michigan  
Your Home Phone: [REDACTED] Your Work Phone: Ext.:  
Fax Number: E-mail Address: [REDACTED]

## Primary Company Or Person Your Complaint Is About

Company or Person? Company  
Complainees Last Name: Complainees First Name:  
Company Name: A Forever Recovery  
Street Address: 216 St. Mary's Lake Road City: Battle Creek  
State: MI Zip Code: 49017  
County: Phone: 2697880496  
Fax Number: E-mail Address:  
Web Site Address: Product Offered:  
Primary Jurisdiction: Licensed Business/Person

## Secondary Company Or Person Your Complaint Is About

Company or Person? Person  
Complainees Last Name: Anderson Complainees First Name: Pamela  
Company Name:  
Street Address: 216 St. Mary's Lake Road City: Battle Creek  
State: MI Zip Code: 49017  
County: Phone: 2697880496  
Fax Number: E-mail Address:  
Web Site Address:

## Motor Vehicle Warranty Complaint Information

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

## Complaint Information

Incident Date/Time: 9/26/2011 1:00:00 AM  
Incident Location:  
Approximate Monetary Value: 29,500.00  
Did you sign a contract?  
Where did you sign this contract?  
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? True  
What was the response from the business? Said we received what we paid for  
If no complaint was given to the business directly, why?  
Was this complaint filed with any other agencies? False

## Complaint Detail/Inquiry Information

Sept. 26, 2011 Attorney General Office Complaint against A Forever Recovery Re: [REDACTED] Our [REDACTED] was in Shawnee County Jail in Topeka, Kansas with various charges, none [REDACTED] related, yet we suspected he was using and this was part of the results. As a [REDACTED] we had agreed not to bond him out and let him set there several weeks. He had a court date coming up and he was hoping to get released which concerned us greatly as we felt he would either do harm to himself or someone else if he was released. We started pursuing any option that could possibly get him on the right track. After several conversations with several rehabilitation clinics we chose A Forever Recovery as we were comfortable with what we were told would happen as well as their literature. We did not want to send him somewhere that he could easily walk out of with no consequences, so I [REDACTED] worked for several days with the District Attorney's Office prior to his court date to reach a plea agreement. Part of this agreement was we would pay to send him to A Forever Recovery if the DA would state in the agreement he was to stay a min. of 60 days. I talked to Darwin Dixon with A Forever Recovery regarding this and he assured me this would be an acceptable agreement and sent me a letter (attached) that stated [REDACTED] would be there 60- 120 days. This letter was presented to the court system and was made part of the arrangement. My [REDACTED] [REDACTED] was still not on board as he was fed up with all of the disruptions to our [REDACTED] had caused and personally called Darwin and talked to him about these concerns. Darwin stated that part of the treatment would be [REDACTED] healing and that [REDACTED] would have to set down in a counselor's office and personally make phone calls to [REDACTED] members to help heal damaged relationships. My [REDACTED] again asks about these calls and Darwin stated that this was one of the hardest steps he took yet it helped heal relationships. We reached an agreement with me [REDACTED] and my [REDACTED] as well as [REDACTED] and his [REDACTED] that with these stipulations we would proceed in sending him. Levi was fully aware of all of the arrangements and agreed. I am attaching a copy of the letter I sent A Forever Recovery to help resolve this issue. I am also attaching a copy of the letter stating between 60-120 days that is on A Forever Recovery letter head signed by Darwin. I am also sending a copy of the court order that states 60 days. These were items we were told we would happen and paid for and did not receive either by A Forever Recovery even after numerous phone calls and complaints when we seen them not happening in fact we met much resistance on both issues. We also have complaints regarding. Non returned phone calls. Conflicting stories regarding phone counseling conversations we were told happened with us that never did. As you will see in the detailed letters there is numerous areas of concern regarding this business. They still insist that they did not know anything about the 60 days until [REDACTED] was gone and then it was too late. I expressed to numerous people at A Forever Recovery that these issue not being resolved was causing great [REDACTED] stress and anguish that would only get worse if [REDACTED] was allowed to leave without completing them. They seemed to have little concern or interest at all. [REDACTED] I will be forwarding all of the back up information via e-mail as there is too much to attach

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

[True] 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.

(\*)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.