



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

OCT 11 2019

Steven Harry  
None  
3125 Tecumseh River Rd,  
Lansing, MI 48906

Re: FOIA-2020-00030  
Complaints

Dear Mr. Harry:

This is in response to your request dated October 7, 2019 under the Freedom of Information Act seeking access to all complaints received since January 2010 in regard to any of these businesses:

- A Forever Recovery - 216 St. Marys Lake Dr, Battle Creek, MI
- Best Drug Rehabilitation aka Great Lakes Rehabilitation Center - 300 Care Center Drive, Manistee, MI
- Life Solutions aka Olive Tree Productions - 121 NE Capital, Battle Creek MI
- Serenity Point Recovery aka Best Choice Rehabilitation - 15140 16th Avenue in Marne, MI
- Behavioral Rehabilitation Services - 355 W Mannsiding Rd, Harrison, MI .

In accordance with the FOIA and agency policy, we have searched our records on October 10, 2019.

Your request did not indicate an agreement to pay any fees associated with the processing of your request. However, the Commission's fee regulations specify that fees less than \$25 will be waived. *See* 16 C.F.R. § 4.8(b)(4). Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge. In the future, please provide a fee agreement to facilitate the processing of your request.

We have located 1 responsive complaint that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaint have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, or via email at

[FOIAAppeal@ftc.gov](mailto:FOIAAppeal@ftc.gov), within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at [rgold@ftc.gov](mailto:rgold@ftc.gov); or from the Office of Government Information Services via email at [ogis@nara.gov](mailto:ogis@nara.gov), via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Breona Woods at 202-326-2758.

Sincerely,



Dione J. Stearns  
Assistant General Counsel