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What is a BBB Business Review?

CONSUMER COMPLAINTS

BBB ACCREDITED BUSINESS SINCE
03/15/2001

Narconon Fresh Start
(323) 871-8644

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QUICK LINKS

[File a Complaint](#)

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FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select: Yes No

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To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Use our Contact Us page to get in touch with us if you have any issues, questions or concerns.

Customer Complaints Summary

16 complaints closed with BBB in last 3 years | 3 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	5
Billing / Collection Issues	0
Problems with Product / Service	10
Delivery Issues	1
Guarantee / Warranty Issues	0
Total Closed Complaints	16

Additional Complaint Information

Our complaint history for this company shows the company gave proper consideration to complaints presented by the Bureau.

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

Complaint Breakdown by Resolution

Complaint Resolution Log

[BBB Closure Definitions](#)

Complaint resolved with BBB assistance (9)

04/30/2009 Advertising/Sales Issues [View Details](#)

Additional Notes

Complaint: 04/30/2009: After many years of addiction to alcohol, our son finally asked us to help him. We didn't want to waste any time so we decided to try NARCONON. We discussed our son's problem with NARCONON and also told them that he periodically experiences what we described as a seizure (loss of control, lays on floor, muscles stiffen, back is painful, can't talk but can hear us talking to him). Narconon decided to take him. We then had 2 weeks to come up with \$29,000 for the program. [REDACTED] arrived in Ca June 1 2208. Two days later he had a seizure. NARCONON called and said they couldn't admit him to the program unless they had doctors run some tests to find the cause of the seizures. We believed they were caused by alcohol abuse all those years. For his safety they moved him to the Orange County Detox Center, where he spent a month going to AA meetings and seeing doctors (of course this all cost us a couple thousand more). This kept dragging on, and after 30 days our son had enough, and came home. He has been going to AA meeting since and staying sober. July 2008 we began paperwork for the refund. NARCONON approved \$26,100 of the 29,000, due to the 2 day stay. We agreed. Since then our contact there, June Rosenberg, Dir of Client Services told us in Sept, Oct, Nov, that our refund was at the top of the stack in finance. It's been the same story since. She even promised to get us \$5,000.00 of the refund by Jan 31 2009. Still waiting. More excuses. I gave deadline of 17 April. Nothing yet

Business response: Response will be given directly to [REDACTED] Refund is on its way.



[Redacted]

[Redacted]

[Redacted]



[Redacted]

[Redacted]

[Redacted]



[Redacted]