

Home > Business or Charity Reviews > Drug and Alcohol Abuse Treatment Centers > Narconon Fresh Start



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CONSUMER COMPLAINTS

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BBB ACCREDITED BUSINESS SINCE
03/15/2001

Narconon Fresh Start
(323) 871-8644

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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)
<ul style="list-style-type: none"> 08/06/2009 Problems with Product/Service View Details 04/30/2009 Advertising/Sales Issues View Details 08/01/2008 Problems with Product/Service View Details 03/21/2008 Problems with Product/Service View Details <p>1 2</p>
BBB found business made good faith effort to resolve complaint but customer not satisfied with business response (7)
<ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[Redacted text block]

09/18/2009 Problems with Product/Service View Details

Additional Notes

Complaint: 09/18/2009: Complainant alleges the company has failed to issue a promised refund. She paid \$20,000 for treatment for her son. Her son was removed from the program and the company agreed in December 2008 to issue a pro-rated refund of \$13,800. She has provided all documentation necessary for the refund process, and the company has acknowledged on multiple occasions that the refund is due to her. She has received the run around from their staff since. [Copies of supporting documentation on file with the BBB]

Business response: This refund is on our schedule to be paid as soon as possible.

Consumer rebuttal: I fail to understand why it takes 9 months to receive a refund. When you asked for payment you made it clear that I must pay immediately, which I did. Meanwhile I am losing interest on money not refunded and even though you tell me it will be refunded, I would like to have a date that you agree to pay me the money owed. I feel like I have been very patient and I can't understand why I am getting this kind of treatment. It certainly does not speak well for Narconon Southern California. I hope this rebuttal will be placed in front of the finance committee who apparently is in charge of refunds. After many e-mails back and forth to June Rosenberry, her response is always that it is up to the Finance Department. I would like to here from the Finance Department as to what is holding up my refund. No one keeps money that long. Thank you for your consideration.

Final business response: Company called and stated upon review of the consumers file she has receive information that Narconon will be cutting the consumer a check to be mailed on 10/19/09 to resolve this complaint.