

[REDACTED]

06/02/2010 Advertising/Sales Issues View Details

Additional Notes

Complaint: 06/02/2010: I sent my son to drug rehab at Narconon Vista Bay & removed him after one week when I learned of connection to Scientology. Several "independent" counselors recommended Narconon Vista Bay for my son's addiction treatment without ever mentioning that they use L Ron Hubbard and Scientology principles. In conversations with the people at the facility, they also never mentioned the Scientology connection and denied it when I questioned them. If I had known of the Scientology connection in advance, I never would have sent my son there, but they fraudulently did not disclose it. They also claimed insurance would pay for most of the treatment, and that they had a fully trained medical staff, both of which were untrue. The internet is filled with information about the Narconon/Scientology connection, including reference to Narconon on the Scientology website. This is a company that preys on vulnerable families, desperate to get help for their loved ones as quickly as possible, with no time to research a facility which is touted so highly by other (unrevealed) Scientologists. It took me a few days of research after the fact, when I thought my son was safe, to learn the ugly truth. If they are so proud of using Hubbard's ideas, why don't they disclose it up front? The answer is if anyone knew of the connection, they would never send their loved ones there. I have been defrauded when my family was at their mercy and they should be ashamed of their tactics.

Business response: I have received and studied [Redacted] s student folder. As you are aware he was with us from April 26 to May 6, 2010 and that he left because you pulled him out. Apparently you received misinformation from the Internet regarding Narconon, L. Ron Hubbard and Scientology. It appears that your unwillingness to see what [Redacted] was actually doing prevented an objective observation. [Redacted] completed the initial withdrawal and was about to begin on the communication step of the program. Soon after that he would begin working to remove drugs and toxins from his body. To my knowledge there is no other program that is as effective as Narconon in accomplishing this. Of course, prior to his beginning detoxification he would have seen a medical doctor and received medical permission to do it. Regarding Narconon and Scientology: Narconon uses only a few discoveries of L. Ron Hubbard's. Scientology can be had by going to a Church of Scientology. Scientology cannot be had by coming to Narconon. Narconon delivers drug rehabilitation. Hubbard's discoveries about cleansing the body and focusing attention have been found to work well to rid people of drugs and to give them life tools that they can use, or not use at their choice, to remain off drugs. This is why these discoveries are used. Again, there is no intention of making addicts into Scientologists. Just as one would go to a Catholic hospital to have tonsils removed and not come out a Catholic, so one goes to Narconon to get rid of drugs and does not come out a Scientologist. I am enclosing [Redacted] s signed Dept. of Alcohol and Drug Programs form which in #6 specifies that [Redacted] is free to attend religious services or activities. Also enclosed is our Disclosure Form which discusses religion at Narconon. Also included here is our Standard Treatment Plan which shows all parts of the Narconon program. You will notice that all that Narconon addresses is drugs. Nothing else. [Redacted] is welcome to return and complete his program at any time and can take as long as he needs to complete the program, there is no time limit on how long he stays at Narconon. Simply leaving the program is not grounds for a refund. The Narconon program is sold as a complete program. It is not sold on time. It is not sold on section completed. This is because each student on the program goes at his/her own pace. The fee covers the program and is the same whether the program takes 1 month, 6 months or longer. A little understanding about rehabilitation, the industry and Narconon is necessary. Narconon is a fully licensed rehabilitation facility in good standing with the State of California. Narconon has been in operation for over 40 consecutive years. We operate pursuant to the law and use a long-established and proven rehabilitation methodology that works with exceptional results. [Redacted]

