



Online Complaint System

Finished

The following complaint was submitted on 10/25/2001 9:33:22 PM:

CUSTOMER INFORMATION:

Mrs. Tara D G [REDACTED]
 [REDACTED]
 [REDACTED], FL United States [REDACTED]
 [REDACTED].net
 Daytime Phone ([REDACTED])

COMPANY OR ORGANIZATION INFORMATION:

Burzynski, S.R. (Dr.)
 12000 Richmond, Ste. 260,
 Houston, TX United States 77082 2431
 (281)597-0111

COMPLAINT INFORMATION:

Complaint #: 457379
 Complaint Type: General Complaint (not a car maker)
 Date Received: 10/25/2001
 Primary Complaint Classification: Service Issues
 Secondary Complaint Classification: Delivery Issues
 Complaint:

My aunt, [REDACTED] G [REDACTED] was a patient at Dr. Burzynski's clinic for a cure for liver cancer in 1997 and continued treatment in 1998. She died in 1998. Now that we are going through her records (her husband just recently passed away), we found a file on the clinic, with a lengthy complaint letter detailing miscommunication on the part of the clinic as well as lack of follow through and proper care once the treatments were paid for (upwards of \$20,000). There was no other correspondence other than a letter from the clinic stating that they would, "look into it." This complaint letter stated that she was withdrawing from the program due to their inept ability to communicate effectively with her as well as her doctor in Florida. I just felt that it was important that this be on file in case other people are interested in the clinic and want to check their reputation.

Desired Settlement: No Settlement requested - for BBB info only

Settlement Explanation:

That this information would be on file in case any one else wanted to check the reputation of the clinic.

Customer Service Rep: Dr. Stanislaw r Burzynski

Product or Service:

Model Number:

Account Number: [REDACTED]

Order Number:

Salesperson:

Payment Made: Yes

Purchase Price:

Disputed Amount:

Payment Method: Check

Purchase Date:

Problem Date: 11/30/1997

Complaint Dates: 2/10/1998, 2/15/1998

The bureau that will handle your complaint is:

BBB of Metropolitan Houston
5225 Katy Freeway, Ste. 500
Houston, TX 77007
Phone: (713)868-9500
Fax: (713)341-6142
Email: bbbinfo@bbbhouston.org
WWW: <http://www.bbbhouston.org>

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