

From: [REDACTED]
To: [David Durkee](#)
Cc: [Jensen, Lisa](#)
Subject: Public Records Act Request 2021-02165
Date: Thursday, March 11, 2021 9:34:07 AM
Attachments: [03-10-2021_PRA_2021-02165.pdf](#)

Re: Public Records Act Request 2021-02165

Dear David,

Thank you for your questions. The Vermont Attorney General's [Consumer Assistance Program](#) (CAP) is a partnership with the University of Vermont. Our office provides informal letter mediation services to consumers with complaints against businesses. For over 30 years, CAP has facilitated service-learning classes with UVM, providing students with the opportunity to learn about consumer law and serve Vermonters.

Typically, when a consumer complaint is received a copy is sent to the business with a request that they attempt to resolve the complaint with the consumer. We also ask the consumer and the business to update us in writing regarding the status of their complaint. Mediation continues in accordance with business and consumer responses.

In response to your request, I provided all documents regarding complaints against White River Animal Rescue and/or Amy Knight within the last five years (attached again for your convenience). CAP has only one complaint on record against this business, which was noted as "Resolved" according to the consumer's written response on p. 003. If you are interested in learning about the nature of the complaint, please read the consumer's description on p. 002. For this particular complaint, we did not receive a written response from the business.

I hope this email addresses your questions. I have copied my supervisor, Lisa Jensen, who is the Assistant Director of CAP. I may be out of the office a bit today and tomorrow, so please copy her on any sort of reply to ensure a timely response. Please let us know if you have additional concerns or need clarification.

Sincerely,

[REDACTED]
Complaint Specialist

Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Phone: 800-649-2424

Email: ago.cap@vermont.gov

From: David Durkee <[REDACTED]>

Sent: Wednesday, March 10, 2021 8:07 PM

To: [REDACTED]

Subject: CAP complaints

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hi [REDACTED],

I just received information from a request for information about a rescue organization I have been dealing with over the last year. I was given a list of a single CAP complaint, but it does not explain what it is about. It simply lists the person's name who made the complaint against White River Animal Rescue. I'm less interested in the person than the complaint itself. Does no notation mean that it was resolved, or went to mediation, or was dropped? How do I find out about that? And is this typical procedure? Is CAP Consumer Assistance Program? I see Vermont University listed in some of the literature on line about this. Is this assistance provided by them? Is it the state that resolves issues?

My request number is: 2021-02165

Thank you,
Dave Durkee