

Three Springs



September 30, 2009

Mr. John [REDACTED]
[REDACTED] Street, NW
Atlanta, GA 30313

Re: Three Springs of Paint Rock Valley

Dear John:

On behalf of Three Springs of Paint Rock Valley ("Three Springs"), I am writing to express our sincere apologies for the conversation of Three Springs' staff member, Ms. Austin, with Ms. Beth McGowin. At Three Springs, we truly value each of our current and former residents. The staff at Three Springs strives every day to meet the expectations of our residents and their families and we deeply regret the extent to which we failed to meet your expectations.

The staff at Three Springs never harbored any ill-will towards you or meant to cause you any harm. In fact, the staff at Three Springs is proud of you and the many accomplishments that you have achieved. Please rest assured that Three Springs has taken your complaint seriously, and that all appropriate measures are being taken to insure that a similar event does not occur. Thank you for expressing your concerns to us and we wish you all the best in your future endeavors.

Sincerely,

Beverly Richard, ACSW, LCSW
Senior Vice President

Heal,

Thank you so much for taking interest in my story. If anyone has any questions, you are more than welcomed to forward them to me. You have my full permission to reprint this letter.

Three Springs Operations Service Center

1131 EAGLE TREE LANE
HUNTSVILLE, ALABAMA 35801

PHONE: 256 880 3339