

From: [REDACTED]
To: [REDACTED]
Subject: Public Records Act Request 2021-02165
Date: Wednesday, March 10, 2021 11:08:44 AM
Attachments: [2021-03-09 Durkee PRA request.pdf](#)
[03-10-2021 PRA 2021-02165 .pdf](#)

Re: Public Records Act Request 2021-02165

Dear David Durkee,

I write in response to your Public Records Act request dated March 9, 2021 a copy of which is attached for your convenience.

The documents pertaining to your request are attached (p. 001-003). The Consumer Assistance Program identified one complaint against White River Animal Rescue and/or Amy Knight within the last five years.

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

Joshua Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

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: AGO CAP <ago.cap@vermont.gov>
Sent: Wednesday, July 18, 2018 3:18 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Richard
Your Last Name	Tate
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Home
Your Age	[REDACTED]
I am a...	[REDACTED]
What is the name of your business?	Retired
Your Mailing Address	[REDACTED]
Your City	Plymouth
Your State	MA
Your Zip Code	02360 [REDACTED]
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Amy Knight
Person's Last Name	Unk nown
Business Phone (1)	(617) 459-3022

Phone (1) Type	Office
Business Phone (2)	(617) 459-3022
Business Address	1196 Dothan RD, Whjite River Junction, VT 05001
Business City	White river Junction
Business State	VT
Business Zip Code	05001
Business Website/URL	Whiteriveranimalrescue.org
Description	I attempted to adopt a dog through the above mentioned business, I heard that it would be illegal to bring a dog into Massachusetts unless it was in quarantine for 48 hours, to find out about this law I called the MA. Agriculture Department to get information, evidently they called the white river animal rescue, in tur n I received a call from the director of ARRW and was informed that because I called them she would not give me the dog nor refund my adoption funds, have attempted to contact them leaving multiple messages and E Mails with no results.
Amount of loss:	\$500.00
How would you like this matter to be resolved?	I would lkike to either adopt the dog or recieve a refund of the adoption fee.
Incident Date	7/18/2018 12:00:00 AM

From: Richard Tate [REDACTED]
Sent: Sunday, July 22, 2018 8:43 AM
To: AGO - CAP
Subject: Re: Tate, Richard (Amy Knight) CAP 2018-05305

close case, refund has been received, and have received and paid for dog. thank you R Tate

On Thursday, July 19, 2018 11:27:49 AM EDT, AGO - CAP <AGO.CAP@vermont.gov> wrote:

Re: Complaint 2018-05305

Dear Richard Tate:

Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure.

In 14 days, please update us on the complaint status by using the Complaint Response Form located on our website. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.
 2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
 3. If you indicate that the business contacted you but your complaint remains unresolved, the action we take will depend in great part on the business response. If the response is unsatisfactory, we may pursue this matter further. If your complaint is not appropriate for further action on our part, we may refer you to small claims court or suggest that you consult a private attorney.
- Thank you for bringing your complaint to our attention.

Sincerely,

[REDACTED]
Consumer Advisor

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

Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424 (toll free from VT phone) or (802) 656-3183