



BBB Serving Western Michigan  
2627 E. Beltline Ave. SE, STE 320  
Grand Rapids, MI 49546  
Tel: (616) 774-8236 or (800) 684-3222 Fax: (616) 774-2014

January 2, 2018

Ms. Cheryl McCloud  
McCloud's Lake Haven  
551 Pickeral Lake Dr  
Newaygo, MI 49337-9655

RE: Case # 37075449: Maris Tippett

The Better Business Bureau offers you the opportunity to preserve consumer goodwill by addressing the issues presented in the complaint on the reverse side.

The Bureau takes no position as to the validity of the complaint. Our goal is to help you and the consumer resolve this issue in a mutually satisfactory manner.

In the interest of time and good customer relations, please provide the BBB with written verification of your position in this matter by **January 16, 2018**. Your prompt response greatly enhances the chances for a successful resolution.

We encourage you to use our ONLINE COMPLAINT system to respond to this complaint. The following URL (website address) below will take you directly to this complaint and you will be able to enter your response directly on our website:

<http://westernmichigan.app.bbb.org/complaint/view/37075449/b/c6t9k2a3m>

If you are unable to respond using the internet, then please respond in writing to the address above.

Please note that the text of the consumer's complaint as well as your response may also be publicly posted on BBB's Web site. Please do not include any personally identifiable information when providing your response. BBB may edit your reply to remove personally identifiable information and inappropriate language.

We look forward to your prompt attention to this matter.

Sincerely,

BBB Serving Western Michigan  
2627 East Beltline Ave SE, Ste 320  
Grand Rapids, MI 49546

PLAINTIFF'S  
EXHIBIT

PV 17-55486  
3-2-18 JMS

**BBB Serving Western Michigan**

COMPLAINT ACTIVITY REPORT Case #37075449

Consumer Info: Tippet, Maris

Business Info: McCloud's Lake Haven

**Consumer's Original Complaint:**

I adopted a kitten, declawed automatically. She was sent to me with an infection, and in extreme pain. I adopted a kitten on 11-30 who was automatically declawed, I paid 150\$. That same night I noticed she could not put weight on her right paw. Her paw was red, swollen and looked infected. her abdominal spay incision also looked infected. I called my veterinarians office and brought her in. She had an infection and was prescribed antibiotics on 12-1, totaling 58.60\$. I made the foster mom aware, she said she would sent me a check, she never did. I could not let the Director know, as she blocked me from the rescue group from asking for the kitten to not be declawed. A few days later I was looking through her paperwork and noticed they never tested for FIV. The foster mom claimed that it was done when she was 2 weeks old. When I questioned this, she blocked me. The director and owner called me and was rude to me on the phone and said kittens can not be tested. I immediately brought her to a veterinarian to be tested because I have 2 other cats. At that office, the veterinarian watched her walk around and noticed how she could not use her right paw. She prescribed pain medication, this was on 12-6 totaling 111.88\$. I let the director/owner know, she immediately accused me of abusing the kitten, called me names and was horribly rude. After a while of being on pain medication, she was weaned off and was no better. She started urinating outside of the litter box. She was tested for a urinary tract infection and put back on pain medication and now requires a softer more expensive litter, total cost of that vet visit, 110.32\$. I told her about this and she accused me of not using the right litter and hurting her again. This kitten may need a revision of her paws, and she needs xrays of her paws.

**Consumer's Desired Resolution:**

I want the automatic declawing to stop of all kittens and cats. I want the public to be made aware of what is going on at this rescue. I would like people to be aware that she is not honest. I would like all of my money back that I have spent, including the adoption fee and all of the medical treatment she has needed.

**BBB Processing**

12/29/2017	web	BBB	Case Received by BBB
12/29/2017	Otto	BBB	Case Reviewed by BBB
01/02/2018	Otto	EMAIL	Send Acknowledgement to Consumer
01/02/2018	Otto	BBB	Notify Business of Dispute

**Cheryl McCloud**

To: Maris trippett connection to city the kitty

Like City the Kitty

It's worse and bigger than this unfortunately. But I can't say anymore yet, since I don't want my mom to go To jail.

Reply · 2w

View more replies

Heidi Maria Trampedach I didn't think it was necessary to sign up for the email, when I get every messages here on Facebook. A lot of people must have set their notifications wrong.

Manage

Like

Reply · 2w

City the Kitty Ok. But most people don't see my posts. I get some who ask me where I've been when I'm posting around 3 times a day.

Manage

Like

Reply · 2w

View more replies

Lezzy Fisher Could not get it to work. I love your posts and support you. Don't give up you have done so much and see different states putting a band on declawing including Colorado. So please don't give UP. My baby is also a ginger who only claws boxes have several around the house lol

Manage

Like

Reply · 2w

City the Kitty You can go to the "About City" section on my website, then click on "Contact City the Kitty" and then you will see the sign up form at the bottom. ❤️

Manage

Like

Reply · 2w

Maris Trippett I've been trying to sign up, but i am having issues on my phone with your webpage. I am unable to type any info in the screen that appears hopefully i will be able to still get updates even though i am not on the mail list.

Manage

Like

Reply · 2w