

# **Protocol for dealing with institutional complaints to the Prelature**

Protocol of the Prelature of Opus Dei in order to promote healing processes in the case of serious and reasonable complaints of an institutional nature.

2024-03-07

In order to promote healing processes in the case of serious and reasonable complaints of an

institutional nature, the Prelature has a protocol of action which currently provides for the following:

- 1) Complaints will be heard in the country to which the facts refer.
- 2) Where it has been deemed appropriate, the regional vicar has set up an office of healing and resolution competent for these circumstances.
- 3) The complaint should be directed to the offices of the regional vicar of the respective region by contacting the coordinator via the following email address:  
[listening.ca@opusdei.org](mailto:listening.ca@opusdei.org)