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# **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.

03/07/2024

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)