

Protocol for dealing with institutional complaints to the Prelature

The Prelature of Opus Dei in East and South Asia has established a protocol for receiving institutional complaints.

08/11/2024

In the case of serious and reasonable complaints of an institutional nature, in order to promote healing processes, the Prelature has a

protocol of action which currently states the following:

- 1) The treatment of these complaints is carried out in the country to which the facts refer.
- 2) Where it has been deemed appropriate, the regional vicar has set up offices of healing and resolution competent in these circumstances.
- 3) The complaint should be directed to the offices of the regional vicar of the respective circumscription. You can contact the coordinator via the following email address:
listening.esa@opusdei.org