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

Protocol of the Opus Dei  
Prelature

03/12/2024

Prelature of Opus Dei in Australia  
and New Zealand 04.03.2024

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.au@opusdei.org*

*Image by Freepik*

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institutional-complaints-to-the-  
prelature/ (03/29/2025)