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Institutional complaints

Protocol for dealing with
institutional complaints to the
Prelature

03/06/2024

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.ph@opusdei.org

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