

opusdei.org

# **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.

03/02/2024

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](mailto:listening.esa@opusdei.org)