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## Protocol for Dealing with Institutional Complaints to the Prelature

Protocol of the Prelature of Opus Dei

03/13/2024

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 country by contacting the coordinator via the following email address:

listening.us@opusdei.org

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