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# Protocol for Dealing with Institutional Complaints to The Prelature

03/10/2024

In case of serious and reasonable complaints of an institutional character, in order to promote healing processes the Prelature has a protocol. Its basic provisions are:

1. The complaints are dealt with in the country to which the facts refer.

2. Where deemed opportune, the regional vicar has established offices of healing and resolution to deal with these complaints.
3. The claims are to be sent to the office of the regional vicar of the corresponding jurisdiction, contacting the coordinator through the following e-mail address:  
[listening.za@opusdei.org](mailto:listening.za@opusdei.org) (in South Africa)

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