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# **Protocol for Dealing with Institutional Complaints to the Prelature**

Protocol of the Prelature of  
Opus Dei

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