

# **Protocol for dealing with institutional complaints to the Prelature**

Prelature of Opus Dei in Australia and New Zealand | 04.03.2024

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