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1. If you have a grievance, you
have a right to express it, and

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2. If your grievance is not settled
with your [manager/head of department]
by a colleague. Your [manager/head of department]
of the personnel department.

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3. If the issue is not then resolved
a friend if necessary) with a [manager/head of department]
may be accompanied by a member of the personnel department.

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4. The decision of the [senior manager/head of department]

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