

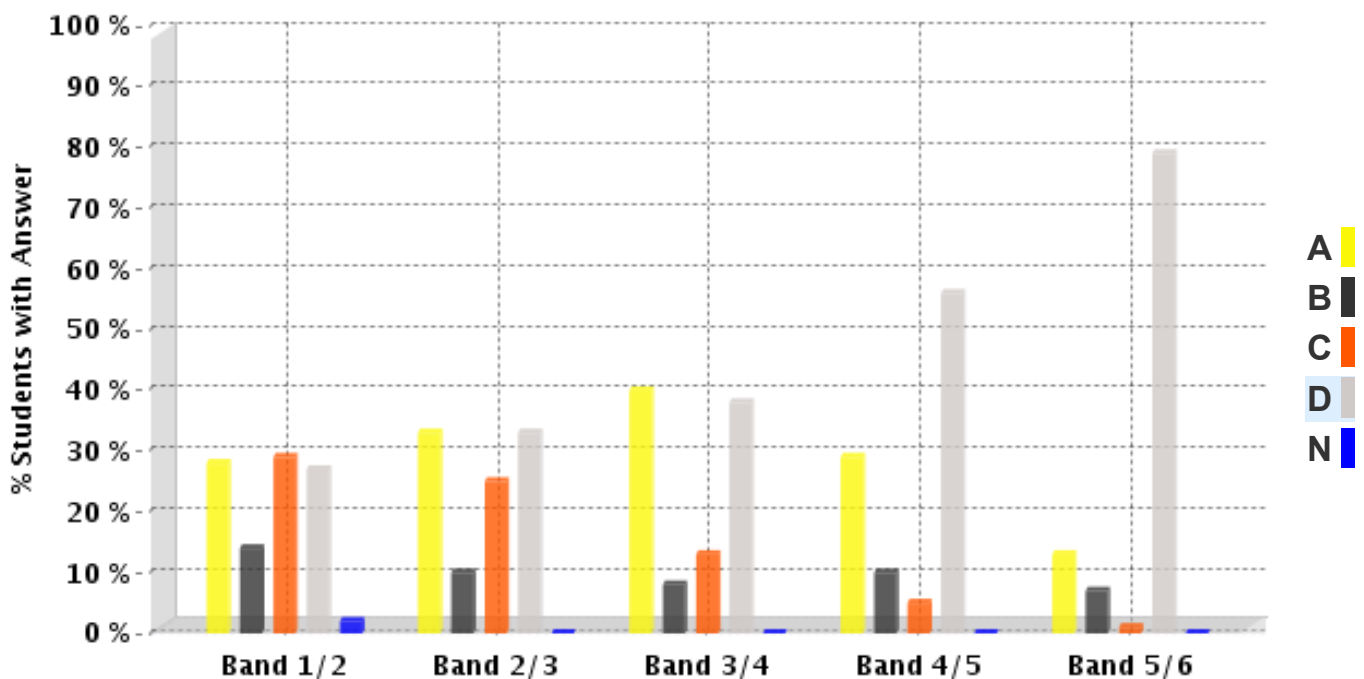
### Question 13

Robyn believes her manager has unfairly denied her a bonus. She consults her employee handbook which instructs her to put her complaint in writing and send copies to the manager and the Human Resources department.

What is Robyn doing?

- A  Seeking mediation
- B  Using negotiation
- C  Involving a tribunal
- D  Applying grievance procedures

### HSC Statistics on this Question:



	Band 1/2	Band 2/3	Band 3/4	Band 4/5	Band 5/6
<b>A</b>	28%	33%	40%	29%	13%
<b>B</b>	14%	10%	8%	10%	7%
<b>C</b>	29%	25%	13%	5%	1%
<b>D</b>	27%	33%	38%	56%	79%
<b>N</b>	2%	0%	0%	0%	0%

The table and graph show, for the groups of students whose marks in the examination corresponded to the borderline between two bands, what percentages of each group selected the responses A, B, C and D. N is used to identify: No valid response.