



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES  
NATIONAL VETERANS AFFAIRS COUNCIL #53**

**Affiliated with the AFL - CIO**

**Mid-Term Bargaining Committee**

<b>Oscar L. Williams Jr., Chair</b> 2 <sup>nd</sup> Exec. V-President 29 Lake Street Danville, IL 61832-6101	<b>Bill Wetmore, Member</b> 3 <sup>rd</sup> Exec. V-President 2319 Alava Court Waldorf, MD 20603	<b>Terence J. Watts, Member</b> President AFGE Local 559 VAMC Orlando Orlando, FL 32803	<b>Willie Haywood, Member</b> 6 <sup>th</sup> Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	<b>Harold Robbins, Member</b> V. President AFGE Local 559 VAMC Orlando Orlando, FL 32803
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August 31, 2018

Kimberly P. McLeod, Executive Director  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: VA's Customer Service Experience (CX) Policy Statement

Dear Ms. McLeod:

In accordance with Article 47, Section 2, of the Master Agreement, National VA Council #53 is formally demanding to bargain on the VA's Customer Service Experience Policy Statement, as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Team members named above with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management Chief Negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The Mid-Term Bargaining Team may request a briefing over the cited subject above, before sending any proposals. If you have any questions please call me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.  
Chairperson, Mid-Term Bargaining Committee  
2<sup>nd</sup> Executive Vice President  
National VA Council #53

cc: Alma L. Lee, President National VA Council #53  
NVAC Executive Committee

**AFGE: Good Government We Are Ready**