

MEMORANDUM OF UNDERSTANDING

Loan Guaranty Service (LGY) Call Recording

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding Loan Guaranty Service (LGY) Call Recording.

1. Upon receipt of a complaint, available call recording(s) will be referenced to identify conduct, performance, and/or training issue(s). Employee feedback regarding complaints will also be considered. Employees and their representatives will have access to call recordings regarding complaints.
2. Related to employee performance, Management may consider and evaluate a complaint and associated call recording under “Customer Service & Organizational Support,” or like performance element involving valid customer complaints.
3. If Management initiates a change in how call recordings are used, for example, the random review of call recordings to evaluate employee performance under any element, it will meet its bargaining obligations prior to implementation.
4. Management will not hold an employee accountable for factors or extenuating circumstances which affect performance that are beyond the employee’s control.
5. After implementation, if either party is made aware of issues that may affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiating process to the extent required by statute.
6. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

Jessica R Minnich
For the Agency

Paul H. Fleming
For AFGE/NVAC

Date