



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

Affiliated with the AFL - CIO

Mid-Term Bargaining Committee

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November 7, 2009

Scott Holliday, Acting Deputy Assistant Secretary
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, D.C. 20420

Subject: COTR Customer Satisfaction Survey

Dear Mr. Holliday:

The National VA Council #53 is not approving the COTR Customer Satisfaction within the Department. The draft letter to employees does not state the survey is voluntary, confidential, or anonymity protected. Please provide the NVAC with a corrected copy for approval. If you have any questions please call me at (217) 554-4866.

Sincerely,

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

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

AFGE: Good Government We Are Ready