

Customer Service Statement

FDQ is a leading Awarding Organisation and End-point Assessment Organisation for the food and drink sector. We provide a high-quality service to all our learners, apprentices and centres, who are at the heart of FDQ.

Our staff

Our dedicated team of staff are professional, knowledgeable and experts in their fields. We are friendly, accessible and always happy to take time to support customers and resolve queries – however complex they may be.

Our customers tell us that they appreciate communicating with reliable named members of staff - we don't have a call centre - so customers always know who is helping them.

We understand business and our customers' needs, but also understand the importance of listening to make sure we hear about and respond to new ideas. We believe in collaboration and will consider suggestions for change and improvements to our products and services.

Our work

We strive to be fair, transparent and provide clear information about using our qualifications and apprenticeships. We make sure that there are no surprises for our customers and that our products and processes are easy to work with.

Our documentation is designed to support and prepare all users to do their very best when taking FDQ qualifications and End-point assessments. Our policies explain how we work with our customers, including who to contact at FDQ and our response times for enquiries.

Visit our website to find out more about FDQ and read our policies. www.fdq.org.uk

Our mission



TO BE THE LEADER IN FOOD INDUSTRY
QUALIFICATIONS, QUALITY ASSURANCE
AND END-POINT ASSESSMENT; TRUSTED FOR
OUR SERVICE AND INTEGRITY, VALUED FOR
OUR EXPERTISE AND PROFESSIONALISM.

