

FDQ Statement of customer service

The FDQ statement of customer service sets out the service standards, which are in place. FDQ will work effectively to achieve and maintain these standards in all aspects of work with approved centres. Every effort will be made to respond to and resolve enquiries/ issues promptly, and to provide a high standard of professional and courteous service.

Service standards to centres

1. Enquiries:

- verbal enquiries will be responded to within 2 working days
- email enquiries will be responded to within 2 working days
- letter enquiries will be responded to within 10 working days
- FDQ aims to resolve all enquiries within 5 working days.

2. Approval applications:

- qualification approval applications for FDQ centres which provide the necessary supporting documentary evidence will be processed within 10 working days.

3. Centre details, learner registrations and certification:

- centre details can be uploaded and amended by accessing FDQAwards
- learner registrations, amendments, leavers, transfers and claims for certification can be made by accessing FDQAwards
- certificate claims processed and despatched within 10 working days, where centres have green or double amber qualification quality rating.

4. External quality assurance (EQA):

- confirmation of centre visit/activity provided within 25 working days of activity
- plan of visit/activity provided within 15 days of activity
- EQA report sent to centre within 10 working days of visit/activity for acceptance or rejection within 5 working days by centre.

Advice, support and guidance contacts for centres

- FDQ Quality Director for issues concerning approval applications, acceptance of EQA reports and centre monitoring by email to fdq@fdq.org.uk
- EQAC for issues concerning external quality assurance monitoring, actions and reporting using FDQAwards or relevant EQAC email address
- FDQ head office for issues concerning approval status, registrations, certification, account enquiries, newsletter, website and use of FDQAwards by email to fdq@fdq.org.uk

Enquiry policy and procedures for centres and learners

Verbal, written or email enquiries from centres and learners are welcomed. These should be directed in the first instance via either the general FDQ email address fdq@fdq.org.uk or the main head office number: 0113 3970 395.

- telephone enquiries will be answered promptly and then directed to the most appropriate FDQ contact
- email enquiries to fdq@fdq.org.uk will be directed to the most appropriate FDQ contact
- letters should be addressed to the Leeds head office, they will then be directed to the most appropriate contact.

Some of the main reasons for a centre to make an enquiry to FDQ include:

- qualification approval enquiry regarding documentation or progress
- change of main centre contact
- external quality assurance report or action plan enquiry
- invoice or payment enquiry
- information regarding the provision of a new qualification.

Some of the main reasons for a learner to make an enquiry to FDQ include:

- confirmation of registration or claim for certification
- order replacement certificates.

The enquiry procedures are monitored on an on-going basis in conjunction with the FDQ statement of customer service.

Should any response or proposed resolution to an enquiry be considered unsatisfactory or fall short of expected standards in any way, then the matter should be raised in the first instance with the FDQ Centre Support Administrator. Where the matter is unable to be satisfactorily resolved then a formal written complaint may be made. Should a centre wish to make a formal complaint, they should follow the complaints policy available in the policies section of FDQ's website www.fdq.org.uk.