

# Accessibility statement for ‘General Enquiries’

The [General Enquiry Service](#) (opens in a new window) is run by the Food Standards Agency. We want as many people as possible to be able to use this service. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 400% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

## How accessible this service is

We know some parts of this service are not fully accessible. You can see a full list of any issues we currently know about in the non-accessible content section of this statement.

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email: [fsa.communications@food.gov.uk](mailto:fsa.communications@food.gov.uk)
- phone our helpline: 0330 332 7149 (open 9am until 5pm, Monday to Friday)

We'll consider your request and get back to you in 10 days.

## Reporting accessibility problems with this service

We're always looking to improve the accessibility of this service. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact:

- email: [fsa.communications@food.gov.uk](mailto:fsa.communications@food.gov.uk)
- phone our helpline: 0330 332 7149 (open 9am until 5pm, Monday to Friday)

[Read tips on contacting organisations about inaccessible websites.](#)

## Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the

'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can contact the [Equalities Commission for Northern Ireland](#), who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

## **Technical information about this website's accessibility**

The Food Standards Agency is committed to making its website and services accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## **Compliance status**

This service is partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard, due to the non-compliances and exemptions listed below.

## **Non-accessible content**

The content listed below is non-accessible for the following reasons. We are working closely with the external developers to rectify these issues.

### **Links**

The link in the web page header to business guidance is the same link as the adjacent link. This is due to the structure of the Food Standards Agency website.

2.4.4 Link Purpose (In Context) (Level A) Icon index

## **Non-compliance with the accessibility regulations**

If you find an issue that we have yet to identify, please contact us using one of the routes described in the 'Reporting accessibility problems with this website' section of this statement.

## **Disproportionate burden**

At this time, we have not made any disproportionate burden claims.

## **Content that's not within the scope of the accessibility regulations**

At this time, we have not identified any content that is not within scope of the accessibility regulations.

## **Preparation of this accessibility statement**

This statement was prepared on 14 November 2024. The statement was last reviewed on 14 November 2024.

This website was last tested on 12 February 2024. The test was conducted by Digital Accessibility Centre (DAC). The service was tested by a team of experienced auditors and analysts, many of

whom are disabled individuals and users of adaptive technology.

We will update this statement as soon as the issues have been rectified.