

**Institute for the Management of Information Systems (IMIS)**

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IMIS is a professional institute committed to setting and maintaining standards in the emerging profession of information systems management, through its educational programmes and awards, certification of qualifications, and public representation.

The Institute's educational role is to establish a universal standard of academic training in Information Systems Management through its syllabus and the accreditation of delivery institutions.

IMIS strives to provide relevance, timeliness and consistency in all its educational and member service based activities.

We regard all members, students, policy-making bodies, partner organisations and the public whom we serve as our customers.

**Courtesy**

Employees of the Institute will be educated in the service standards of the Institute; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

**Confidentiality**

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of the Institute in meeting its stated objectives.

No information will be released to members, partner organisations, or any other third party in a format that will allow identification except with the express consent of the provider or as may be required by law.

IMIS does not sell lists to third party marketing organisations.

**Communication**

The IMIS Secretariat can be reached by post, phone, fax and email.

All correspondence will be responded to in a clear, concise and timely manner.

Our aim is that all correspondence, from date of receipt, will receive a response within 3-4 business days.

More complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of the case until a resolution can be achieved.

### **Consistency**

As part of its commitment to upholding professional standards, IMIS has implemented and constantly reviews policies to ensure that its application of examination and accreditation guidelines is consistent across all Students, Members and partner organisations.

### **Support for partners**

IMIS regards academic awarding bodies as our partners in raising and maintaining education standards in Information Systems Management.

We endeavour to ensure that these partners are provided with clear and comprehensive information about our syllabus, rules and regulations for administering the programme, and all applicable fees, in a timely and efficient manner. We welcome input from our partners to ensure that the syllabus and its administration meet the changing needs of the academic environment.

### **Reduce bureaucracy**

Wherever possible, without compromising the professional standards of our examinations and accreditation, we strive to reduce the burden of unnecessary paperwork.

### **Handling complaints**

IMIS seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Secretariat in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A formal appeal process is in place for any disputes regarding exemptions or awards in the Examinations programme; copies are available from the Secretariat or on the website.

### **Access to information**

Information about our organisation and its work, and the examinations syllabus is available in the membership and examinations handbook and examinations syllabus prospectus respectively, copies of which are available from the Secretariat.

This information is also available and regularly updated on our website where the date of latest update is noted.

Information about current fee structures is included in each of these sources.

The Institute complies fully with the provisions of the Data Protection Act 1998.

Any personal or confidential information held by IMIS about a member, student or partner is fully accessible to that person or body for review or editing by contacting the Secretariat.

### **Consultation and feedback**

Consultation is an important part of meeting our objectives.

IMIS conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service.

Provision for giving feedback is also included in our website.