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1439 calls were received by phone, 190 by e-mail. The majority of them were queries received from general education establishments, as well as higher and secondary special education institutions. The Service has also accepted queries from extra-school, technical professional education establishments, as well as regarding study abroad issues.

Queries consisted of almost all areas of the education system. They were about programs implemented in the education system, international projects, Republican and international subject Olympiads, financing of education system, study abroad, additional education, admission to the different levels of education, and new assessment system applied at higher and secondary special education institutions. Moreover, there were received queries about receipt and nostrification of education documents, organization, conduction and reception of results for the final exams. The number of queries regarding the rules for taking teachers to vacant positions on a competitive basis and admission of pupils to the first class in the next academic year has increased. Moreover, the Service received inquiries about the division of workload standards and lessons for teachers, application of school uniform, etc. All queries were recorded and responded by the employees of the Service.

The Hotline received 49 complaints regarding general education establishments. Last month, the Service received 18 complaints from schools of Baku, 4 from Sumgayit, 4 from Absheron, 2 from Sheki, and for one complaint from Gusar, Barda, Shamkir, Oguz, Imishli, Goranboy, Saatli, Jabrayil, Khachmaz, Jalilabad, and Lerik districts.

The complaints were mainly received from teachers and parents. They were about the organization of teaching process, determination of workload for teachers, shortcomings of the relationship between teachers and pupils, illegal demands for parents, etc.

The Service received 2 queries from technical and professional education institutions regarding the late payment of salaries and stipends.

The eight queries received from higher and secondary special education institutions (2 - public, 4 - private and 2 - secondary special education institutions) were about dissatisfaction with exam results, late payment of student stipends, etc.