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966 966 calls were received by phone, 89 by e-mail. A majority of them were for queries and information.

The queries were about the national and international subject Olympiads, study abroad, extra education, new assessment system at higher and secondary, special education system, nostrification and reception of education documents, admission of teachers to the vacant positions at secondary schools on a competitive basis, admission of children to the first grade for the next academic year, and workload standards for teachers, etc. All of them were recorded, registered and responded by the Service staff.

In May the Hotline received 45 complaints from secondary schools of the Republic, including 31 – from schools of Baku, 2 from Sumgayit, 1 from Ganja, 3 from Absheron district and 1 from each Shahbuz, Gabala, Khachmaz, Balakan, Sabirabad, Gusar, Gadabay and Samukh districts.

The majority of complaints received from secondary school were about shortcomings committed by school directors in the management, collection of money for school funds, dissatisfaction with lessons distribution, poor organization of teaching process and illegal retention of teachers salaries, etc. It was revealed that, a majority of inquiries were anonymous that although some of them were provided with a full name and telephone number.

Last month, Hotline Service received 11 queries from state higher and secondary special education establishments, and 3 from private universities. The queries were mostly about the delay in issuing education documents, not giving examination questions in advance, payment of tuition fee, shortcomings of the heads of structural units in performing their duties, etc. All inquiries were investigated in the proper way and solved.