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All calls were received and recorded. Calls required special investigation were sent to the relevant organizations. They were investigated and relevant measures were taken to eliminate the problems. Some calls were responded in writing.

A majority of calls were regarding issues such as organization, conduction and results of national and international subject Olympiads, provision of teachers with teaching load, recognition of educational documents, salary accounting, study abroad, and etc.

The Service received a total of 86 complaints regarding problems existing at general education, initial vocational education, secondary special and higher education establishments.

In February the Service received 66 complaints from secondary schools of the country, including 33 from Baku, 3 from Sumgayit, 1 from Ganja, 1 from Mingachevir, 6 from Absheron, 2 from Gabala, as well as Khachmaz, Samukha, Zardab, Lankaran, 1 from Gusar, Sheki, Neftchala, Jabrayila, Gadabay, Kurdamir, Goychay, Agdam, Jalilabad, and Dashkesen. The majority of them were about inadequacies in school heating systems, raising funds for different purposes, shortcomings made by school directors in the management and other issues.

Directors and staff of schools, where shortcomings were revealed, have received a reprimand. Thus, investigation of complaints received from school No. 260 of Baku revealed shortcomings in the school management activity. The school director received a severe reprimand in accordance with the subsubdivision (b) of Section 186.2 of the Labour Code of the Republic of Azerbaijan. Math teacher of school No. 383 of Binagadi district, primary school teacher of school No. 969 of Sabunchu district and Biology teacher of school No. 202 of Narimanov district received a warning as a result of investigated complaints. Moreover, director of department for Art Gymnasium of National Conservatory received a reprimand.

One complaint was made about Baku Vocational School No. 12. The complaint was investigated and solved.

1919 complaints (14 from public and 2 from private institutions) were made to the Service from higher and secondary special education institutions. They were about a delay in bursary payments and in granting educational documents, etc.

The Service received 3 calls from secondary special education institutions regarding the results of winter exam sessions, delay in granting educational documents, and etc. The calls were investigated and responded. One teacher of Baku Oil Energy College received a warning from the college Management Board.

All calls received by the Hotline Service of the Ministry were seriously investigated and relevant measures were taken.