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Citizens addressed the issues regarding mainly teachers' employment or replacement from one school to another or from one region to another, construction of school buildings, internet provision in general education facilities, recognition of education documents, re-employment, replacement of university and secondary special education students from one education entity to another, changing education type, restoration, learning fee, study abroad, continuation of learning by students expelled from the special assigned universities due to health condition, unfinished education in the Azerbaijan International University of which the operation has been stopped, complaints for principals of general education schools and higher education entities.

Appeals made by 62 citizens have been listened, most issues been solved in place. Relevant units of the Ministry have been tasked due to some appeals.

Some citizens' appeals which were out of responsibilities of the Ministry or were personal have been noted and taken into control for submission to relevant entities.