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11861 queries were received by telephone, 1371 through e-mail and 75% of them are requests and information. In general, over 60% of queries were connected with general schools, about 5% of them with pre-school educational institutions, 1% with extra-school establishments, 5% with vocational education institutions, 20% with universities, and 7% with secondary special educational institutions.

The Hotline received 143 calls in January and February, 356 in March, 1003 in April, 958 in May, 4200 in June, 1871 in July and August, 2083 in September, 1854 in October and November, and 664 calls in December. 60-70% of queries received each month were connected with schools of Baku, and they had been investigated by the Baku city Education Department.

During the complaints' investigation, it was found out that 108 (34.5%) of them are anonymous. Moreover, there was revealed that 99 complaints (31.6%) are not accurate, and in 8 cases they are fully or partially true.

According to studies, directors of schools #26,337,61,79,110,114,119,2208,228 and 321 of Baku were fired for not fulfilling their responsibilities, and directors of schools #38,994,1139,1151,1176, and 270 received reprimands, as well as director of school #146 a warning. Based on information received from schools #18,76,119 and 258 a number of teachers, and supervising teachers have received administrative penalty by the school management.

Complaints related to the prevention of acquisition of schools' territory and lacks of heating were investigated, and were made an appeal to relevant organizations. Most of the complaints were received from cities of Ganja, Sumgait, Mingechevir, Shirvan, and Absheron, Yardimli, Dashkesan, Zagatala, Khachmaz, Tovuz, Tartar, Lenkaran, Shabran, and Lerik regions.

The vast majority of queries received from Absheron were complaints. Thus, most of the complaints were connected with the organization of sale of uniforms and unwanted books mandatory, and collecting money for the fund. There were conducted the investigation in connection with this issue and results were discussed at the Ministry of Education. Director of Education Department of Absheron district had received appropriate instructions to solve the problem in the short period of time. In addition, one secondary school teacher was fired for selling school uniform.

Workers of the service and relevant departments of the Ministry replied to queries related to the hiring of teachers to schools on a competitive basis, distribution of lessons, delivering textbooks to pupils, as well as transfer and restoration of students to the universities, tuition fee, and, etc.

Queries related to the organization of centrally conducted final exams in secondary schools accounted for 45 per cent of all queries. Number of requests has been connected with the organization, conduction and results of international and national Science Olympiads.

The Hotline had continuously received queries in working days in order to provide an objective assessment of students' knowledge in higher and secondary specialized schools during winter and summer sessions of 2009-2010 school years, and eliminate the negative consequences. Moreover, queries received by the Hotline and Anti-Corruption Working Group of the Ministry during January - June had been investigated by the staff of Ministry and volunteers working in NGOs.

Number of queries received during the winter and spring exam sessions of 2009-2010 school years from the private universities were more than complaints received from state higher and secondary special schools. There were received a lot of calls at the beginning of 2010-2011 school year in connection with the transfer of students of two private universities which activities were suspended.

According to the results of investigations conducted based on queries received by the Hotline, individuals had received a reprimand, and also there were implemented other administrative penalties.

Moreover, there were conducted investigations at Marine Fisheries College and Vocational school #6 of Baku in November. It was connected with complaints for delay payment of stipends to students, social benefits and wages of employees. In accordance with the Labor code (paragraph "a" of

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the second part of Section 186) Directors of Marine Fisheries College and Vocational school #6 of Baku received the warning, as well as there were given a reprimand to accountants of these educational institutions.

Information about queries received by the Hotline and results of investigations had been periodically published on the website of the Ministry of Education, newspaper "Azerbaijan muallimi", and "Tehsil kheberleri" magazine, and on other press bodies.