

1575 queries were made by telephone, 132 by e-mail. A majority of them (1490) were requests and report on problems existing at secondary schools, pre-school establishments, universities and secondary special institutions. Moreover, there were received requests from out of school and vocational establishments, as well as on the study abroad issues.

The largest number of queries was related to educational programs, international projects, national and international subject Olympiads, study abroad, additional education, admission to the different level of education, surveys on the new assessment system in the last classes of secondary schools, in the higher and secondary special education system and, etc. Moreover, there was an increase in the number of requests for reception and recognition of educational documents, conduction of final exams and subject Olympiads, learning their results, rules for admission teachers to vacant positions at educational establishments via contest and admission of children to the first classes. What is more, the queries related to the distribution of the teaching load, use of the school uniform and organization of the alphabet holiday at the first classes and, etc. were recorded and responded.

The majority of queries that have been analysed were from the secondary schools. Accordingly, there were received 78 requests from schools of Baku, 15 from schools of other cities (Ganja - 7, Sumgait - 6, Mingachevir and Shirvan - 1), 10 from Absheron, 4 from Sheki and Gusar, 3 from Lankaran, Lerik, Tartar, 2 from Agdash, Neftchala, Saatli, Shamakhi, Imishli, Goygol, Gobustan, Beylegan, Sabirabad, Agjabedi, Goranboy, Masalli, Gabala districts, and 1 from schools of Shabran, Shamkir, Jalilabad, Samukh, Khojavend, Gedebe, Agsu, Dashkesen, Tovuz, Siyazan, Guba, Barda, Lachin, Kurdamir, Agdam, Bilasuvar, and Yardimli districts.

Queries related to secondary schools were mainly about the organization of the educational process, distribution of teaching loads, faults made by teachers against pupils, and discontent with the purchase of gifts for the holidays. The investigation revealed that 35 per cent of queries were anonymous despite indicating full name and telephone number, facts noted in 40 % of requests was not being confirmed.

Pursuant to the investigation conducted according to requests raised issues found their solution and teachers of two secondary schools received an administrative penalty. Thus, based on the relevant query has been determined that teacher of Elitar Gymnasium named after I. Efendiyev Aliyar Bakhishov admitted bias in the estimation of students' knowledge and received a reprimand from the management of school. As a result of investigation of another request the teacher of V class school #183 of Khazar district I. Hajiyeva received a warning for asking pupils to bring 1 AZN for the school's fund.

The Hotline received 9 queries from pre-school establishments, 5 from lyceums, 2 from boarding school, 2 from out of school educational establishments. Moreover, there were accepted 12 requests from state higher and secondary special institutions, and 24 requests from private ones.

The vast majority of queries received from pre-school institutions was about the admission to these establishments and their mode of operation.

The requests received from the state higher and secondary special educational institutions have reflected issues related to dissatisfaction with the results of exams, delay in scholarship payments, sales of various publications, and, etc.

The query of student of the V course of the Accounting Faculty of Azerbaijan State Economic University Sanan Yusifov about the demand from him a large amount of money by the dean's office of the university was investigated, and the fact was not confirmed. The materials have been sent to law enforcement agencies to be investigate.

From private universities were received 24 queries last month. One of them were from Azerbaijan Cooperation University, 2 from the university of Odar Yurdu and 21 from Azerbaijan International University. The queries have been investigated and taken appropriate actions.

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Thus, 91.5 per cent of queries received by the Hotline in March have had a positive response, and issues have found their solution in the appropriate manner.