1922 queries were received by phone, 180 by e-mail. A majority of them (1875) are inquiries and reports, 227 are complaints. The Service received more complaints from schools, some from pre-school, higher and secondary special, out –of-school and vocational education establishments.

Enquires were relating to national and international Olympiads, study abroad, additional education, new assessment system at graduation classes of secondary schools, and higher and secondary special education system, reception of education documents, nostrification, organization, conduction and learning of final exam results, reception of teachers for vacant teaching posts at schools through competition, admission of pupils to the first classes of the next academic year, and norms for teaching load of teachers. All queries were recorded and answered by employees of the Hotline Service.

Last month from schools of Baku were received 66, from Sumgayit 8, Ganja - 2, Mingachevir - 1, Absheron - 12, Fizuli - 6, Goranboy, Gabala, Sheki and Lerik – 5, Gazakh, Tovuz, Gadabay and Zagatala - 4, Siyazan, Dashkesen, Tartar, Shamkir, Agjabedi, Ismayilli, Masalli, Yevlakh - 3 inquiries, and from Imishli, Khachmaz, Jalilabad, Kalbajar, Shamkir, Agjabedi, Bilasuvar, Zangilan, Yardimli, Khizi, Lachin and Gusar - 1 inquiry.

A vast majority of queries received from schools were connected with shortcomings in management made by directors of schools, collection of school fund money, dissatisfaction with allocation of lessons, handing out leaflets on final exams, poor organization of training at some schools, illegal deduction of salaries, wrong calculating the holiday and delay in salaries.

During the investigation, incorrect names, surnames and phone numbers was revealed, and some facts mentioned in queries did not find their confirmation.

6 out of 12 queries received from pre-school establishments were from Baku, 2 from Sumgayit, 3 from Absheron and 1 from Shabran. The queries were connected with the admission of children to the kindergartens, the quality of food given to children, and transfer from one kindergarten to another, as well as other issues, which concern parents.

One query was received from out-of –school education establishment in May. It was also investigated in a prescribed manner.

The Hotline received 9 queries from vocational education establishments, and 3 from boarding schools. The delay of scholarships of students, admission of pupils, poor level of training at boarding schools, and other issues were reflected on them.

The Service received 19 queries from State higher and secondary special education establishments, and 2 from private universities. Queries received from state universities were about the delay in granting education documents, as well as delay in delivering exam questions, reimbursement of tuition fee, delay in granting diplomas, and, etc. Two queries received from private universities were about demanding payment for diploma at University Odlar Yurdu.