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3526 queries were received by phone, 430 by e-mail.

A majority of them is inquiries concerning the acceptance of teachers to work at schools through a competition, early admission to the first classes, lesson distribution, textbook provision of pupils, school uniform, and issues on age restrictions apply. Other inquiries were about student admission to the higher and secondary special schools, pupils transfer from one school or specialty to another, restoration of excluded students, tuition fees, specialization in the bachelor/master degree programs, and recognition of education documents.

Quantitative analysis of queries has revealed that the majority of them consisted of inquiries concerning the acceptance of teachers to work at schools through a competition (905 queries), pupils transfer from one school to another (626), higher and secondary special education (468), early admission to the first classes (317), age restrictions apply (214), admission to the pre-school establishments (208), school uniform apply (205), and recognition of education documents (146). Other calls were about the benefits for the winners of International Olympiads, study abroad, rules for student tuition fees of students studied abroad within a State Programme (122), and Azerbaijan International University (90), which licensing activity were cancelled. The remaining queries were about the clarifying the addresses, phone numbers, reception timetable, and, etc.

Inquiries received in September were mostly concerned with the comprehensive schools. Thus, there were received 23 inquiries from schools of Baku, 2 from schools of Ganja, 1 - from Sumgayit and from Naftalan, 1 from Absheron, Zardab, Gadabay, Tovuz, Fizuli, Yardimli, Lachin, Goychay, Barda respectively, and 4 from Sheki.

Inquiries received from schools were mostly concerned with the shortcomings admitted by school directors, dissatisfaction with lesson distribution, poor organization of teaching at some schools, fee deduction from teachers' salaries and other issues. It should be noted that, most of calls were anonymous, and some facts have not been confirmed. The teacher of school No. 2 of Sumgayit has been reprimanded for a mistake made by him in the assessment of the pupil. Moreover, relevant recommendations were given to other education establishments to address the deficiencies.

Moreover, last month, 11 queries were received from the preschool education establishments. The queries were investigated and some of them have found their solution. What is more, there was received 1 call concerning the vocational education establishments, and 3 state higher and secondary special education establishments.

All calls were recorded, investigated and responded by the relevant departments of the Ministry of Education.