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All calls were received, recorded, investigated and responded.

A majority of calls were for inquire and information. Inquires were regarding issues, such as recruitment of teachers, education of disabled children, study abroad, recognition of education documents, transfer of students studying abroad to the universities of Azerbaijan, organization of exam sessions at higher and secondary special education institutions, school uniform, provision of teachers with teaching load, and etc.

The Service received 67 complaints from general education, initial vocational education, secondary special and higher education establishments.

The Service received 747 complaints from secondary schools of the country, including 23 from Baku, 2 from Sumgayit, 2 from Ganja, 4 from Gabala, 2 from Bilasuvar, Sheki, Gadabay, Lerik accordingly, and 1 from each Gusar, Agjabedi, Neftchala, Ismayilli, Barda, Khachmaz, Tartan and Gazakh regions. The majority of them were about raising funds for the purchase of technical equipment, shortcomings made by school directors in the management and other issues.

The Physics teacher of school No.146 of Baku received a reprimand, and Math teacher of school No. 171 received a warning as a result of investigated complaints.

One inquire was received from initial vocational education establishments. It was from Vocational School No.3 of Sumgayit.

A prompt investigation of inquiries received by the Service regarding the execution of Order 2216 of the Ministry of Education on "Organization and Conduction of autumn semester exams at higher and secondary special education institutions in the 2012/2013 academic year" of 18 December 2012 were implemented. The investigation helped to ensure the transparency and impartiality in the assessment of student knowledge at higher and secondary special education institutions and avoid negative facts that might occur.

Inquiries received from higher education institutions were about the organization of semester exams in written and test forms, application of Bologna system in exams, masters-level study, tuition fee payment, procedures for granting scholarships to students at private universities, and etc. In January, the Service received 19 complaints from the higher and secondary special education institutions, including 9 from public, 6 from private universities, and 4 from secondary special education institutions.