

14 Suggestions and Complaints Received by CSI

In the 2006/2007 school year, the inspectorate received a total of 381 complaints about schools and school facilities. Compared to the 2005/2006 school year, there were 78 more complaints received, which represented an annualized increase of 26%. The trend for more-and-more complaints each year is also evident from the data for the 2004/2005 school year when CSI received 276 complaints.

The 381 complaints submitted to the inspectorate included a total of 827 individual issues, of which 189 were found to be warranted and 117 were forwarded to another authority because they were not within CSI's jurisdiction. The remainder of the complaints received were either unwarranted or unsubstantiated or they were rejected and occasionally even withdrawn by the complaining party. The following table is a breakdown of the complaints received and data on their legitimacy.