

Table 17: Complaints and Their Merit

Monitored Indicators	Kinder-garten		Primary Schools		Secondary Schools		Other Schools		School Facilities		Total	
	C	D	C	D	C	D	C	D	C	D	C	D
Number of Complaints	33	~	229	~	99	~	11	~	9	~	381	~
Total Number of Complaints Raised	62	15	481	121	239	48	15	2	30	3	827	189
Safety of Children and Pupils	6	1	26	10	6	2	1	-	2	-	41	13
Unreasonable Discrimination	-	-	6	2	1	-	-	-	2	1	9	3
Evaluation and Marking	-	-	14	1	15	3	-	-	-	-	29	4
Exam Attended by a Committee	-	-	3	-	6	1	-	-	-	-	9	1
Communication with Legal Representatives	9	3	57	17	23	5	2	-	1	-	92	25
Material Resources of the Education Process	1	-	2	-	9	4	-	-	-	-	12	4
Non-Solving of Complaints	1	-	20	6	5	3	-	-	-	-	26	9
Non-Solving of Bullying	1	-	24	4	2	1	-	-	-	-	27	5
Staffing in the Educational Process	2	1	32	9	16	2	2	-	2	-	54	12
Fulfillment of the Educational Programmes	2	1	4	1	17	5	-	-	-	-	23	7
School Operation	5	2	17	2	21	3	-	-	1	-	44	7
Measures Adoption Towards Drawbacks Removal	-	-	3	1	1	-	-	-	-	-	4	1
Decision on Non-Admission to the School	-	-	6	-	3	-	-	-	1	1	10	1
Staff Management and Evaluation System	-	-	12	4	4	-	1	-	1	-	18	4
School Regulations	1	1	13	7	8	2	2	2	2	-	26	12
School Catering	2	-	-	-	2	-	-	-	-	-	4	-
Corporal Punishment of Pupils	1	-	6	2	1	-	-	-	-	-	8	2
Completion of Studies	-	-	-	-	7	1	2	-	-	-	9	1
Consideration for Educational and School Services	-	-	1	-	1	-	-	-	-	-	2	-
Level and Course of Education	5	1	36	8	18	4	2	-	1	0	62	13
Discipline Measures and Behaviour Marking	1	-	31	10	9	2	-	-	2	-	43	12
Usage of Financial Resources Allocated from the State Budget	-	-	4	1	1	-	-	-	-	-	5	1
Education of Pupils with Special Educational Needs	1	1	18	10	-	-	-	-	-	-	19	11
Other	24	4	146	26	63	10	3	-	15	1	251	41

Key: C = Total Number of Complaints Raised; D = Complaint Found to be Reasonable

Most of the complaining parties were parents (53.5% of the complaints received) and teachers (9.5%). One-fifth of all complaints received were anonymous.