

## Annex 3: Subjects of Complaints and Their Legitimacy

Table P 3: Subjects of complaints and their legitimacy

Monitored indicators	Kindergartens		Basic schools		Secondary schools		Tertiary professional schools		School facilities		Total 2007/2008	
	C	D	C	D	C	D	C	D	C	D	C	D
Number of complaints	30	x	248	x	105	x	1	x	12	x	395	x
Number of points of complaints	61	31	552	157	244	48	4	-	24	4	885	240
Safety of children and pupils	9	5	33	13	4	-	-	-	1	-	47	18
Discrimination for no reason	3	1	16	3	4	1	-	-	-	-	23	5
Evaluation and classification	-	-	36	14	50	8	1	-	-	-	86	22
Examination before a board of examiners	-	-	8	4	23	6	-	-	-	-	31	10
Communication with statutory representatives	8	5	101	36	19	6	-	-	1	1	132	48
Material conditions for teaching	1	1	9	-	2	1	-	-	1	-	13	2
Complaints not resolved	-	-	21	2	10	1	-	-	-	-	31	3
Bullying not solved	-	-	32	4	4	-	-	-	-	-	36	4
Staffing	7	4	33	11	10	1	-	-	1	-	51	16
Meeting education programmes	3	2	8	4	10	3	-	-	2	-	23	9
School operations	8	4	23	6	10	1	-	-	2	-	43	11
Adopted measures to remove deficiencies	-	-	3	1	3	-	-	-	-	-	6	1
Decision on not to admit a pupil to school	1	-	-	-	-	-	-	-	-	-	1	0
System of managing and evaluating employees	3	2	5	1	5	2	-	-	5	-	18	5
School Rules of Order	-	-	4	2	9	2	-	-	-	-	13	4
Boarding	3	2	1	1	-	-	-	-	7	1	11	4
Physical punishment of a pupil	-	-	11	2	2	-	-	-	-	-	13	2
Manner of completing studies	-	-	1	-	5	-	-	-	-	-	6	-