

Table B 15

## Analysis of Complaints and Suggestions

Monitored indicator	KGs		BSs		SSs		SVSs		Other		Total 2009/2010		Total 2008/2009	
	T	J	T	J	T	J	T	J	T	J	T	J	T	J
Number of complaints	49	x	233	x	117	x	1	x	16	x	416	x	383	x
Number of points included in complaints	86	40	474	162	207	45	4	0	25	7	796	254	885	224
of which justified points of complaints (%)		46.5		34.2		21.7		0.0		28.0		31.9		25.3
Communication with statutory representatives, parents etc.	17	7	87	35	25	8	-	-	1	-	130	50	121	37
Corrective measures and evaluation of behaviour	-	-	41	17	10	4	-	-	3	-	54	21	64	16
Evaluation of education achievement	-	-	25	7	23	3	1	-	1	-	50	10	63	18
Examination before the commission	-	-	7	1	7	3	1	-	-	-	15	4	25	7
Completing education	1	1	2	-	6	-	-	-	-	-	9	1	9	2
Not tackling bullying	-	-	23	4	6	-	-	-	-	-	29	4	31	7
Physical punishment of pupils	2	2	10	6	-	-	-	-	-	-	12	8	5	1
Safety of children, pupils and students	16	7	35	15	7	3	-	-	2	-	60	25	51	11
Level and course of education	7	4	30	7	22	4	-	-	3	1	62	16	35	7
Staffing, assurance of class instruction	5	-	15	1	8	-	-	-	-	-	28	1	51	15
Material conditions for class instruction (equipment)	-	-	1	-	4	2	-	-	1	-	6	2	11	2
School operations and organisation of teaching	10	6	24	10	15	2	-	-	1	-	50	18	25	5
Rules of Order	1	1	12	9	8	2	-	-	-	-	21	12	13	3
Decisions of head teachers on admission, transfers etc.	1	-	5	2	6	3	-	-	-	-	12	5	6	1
Not providing services stipulated by education law	-	-	5	1	2	-	-	-	-	-	7	1	-	-
Education of pupils with special education needs	2	1	27	11	3	-	-	-	-	-	32	12	42	9
Education of minorities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Discrimination	-	-	9	3	7	3	-	-	-	-	16	6	41	13
Payments for education and school services	4	1	5	2	1	-	-	-	-	-	10	3	4	-
Utilisation of state budget funds	-	-	2	2	2	-	-	-	-	-	4	2	7	3
Provision of meals in schools	2	2	-	-	1	-	-	-	3	2	6	4	7	1
Political activity	-	-	1	1	-	-	-	-	-	-	1	1	8	5
Inappropriate promotion/advertisement	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Other complaints	18	8	90	26	39	7	2	-	9	4	158	45	210	46
Complaints not resolved	-	-	14	1	2	-	-	-	-	-	16	1	29	9
Meeting of education programmes	-	-	1	1	3	1	-	-	-	-	4	2	16	4
Adopting measures for removing shortcomings	-	-	1	-	-	-	-	-	-	-	1	-	1	-
System of leadership and staff performance evaluation	-	-	2	-	-	-	-	-	1	-	3	-	9	2

Key: T = total number of suggestions (complaints), J = suggestion (complaint) was assessed as justified