

Table B 19 Analysis of Complaints and Suggestions

Monitored indicators	KGs		BSs		SSs		SVSs		Other		Total 2010/2011		Total 2009/2010		Total 2008/2009	
	C	D	C	D	C	D	C	D	C	D	C	D	C	D	C	D
	Number of complaints	41	x	309	x	113	x	5	x	14	x	482	x	416	x	383
Number of points included in complaints	108	35	698	223	211	47	9	1	43	19	1,069	325	796	254	885	224
of which justified points of complaints (%)		32.4		31.9		22.3		11.1		44.2		30.4		31.9		25.3
Communication with statutory representatives, parents etc.	22	10	118	44	20	11	-	-	1	-	161	65	130	50	121	37
Corrective measures and evaluation of behaviour	-	-	61	23	7	2	-	-	1	1	69	26	54	21	64	16
Assessment of educational achievement	2	-	38	13	23	9	2	-	-	-	65	22	50	10	63	18
Examination before the Examination Board	-	-	10	5	8	1	1	-	-	-	19	6	15	4	25	7
Completing education	1	1	3	1	4	1	-	-	-	-	8	3	9	1	9	2
Not tackling bullying	-	-	36	9	7	-	1	-	-	-	44	9	29	4	31	7
Physical punishment of pupils	1	-	10	3	2	1	-	-	1	-	14	4	12	8	5	1
Safety of children, pupils and students	8	3	49	23	11	4	-	-	5	3	73	33	60	25	51	11
Level and course of education	10	6	44	11	16	1	-	-	2	2	72	20	62	16	35	7
Staffing, assurance of class instruction	7	2	47	7	26	-	-	-	1	-	81	9	28	1	51	15
Material conditions for class instruction (equipment)	2	-	8	-	2	-	-	-	-	-	12	-	6	2	11	2
School operations and organisation of teaching	11	5	44	14	24	4	1	-	4	3	84	26	50	18	25	5
Rules of Order	1	-	7	3	6	2	-	-	-	-	14	5	21	12	13	3
Decisions of head teachers on admission, transfers etc.	4	1	4	3	5	1	-	-	-	-	13	5	12	5	6	1
Not providing services stipulated by education law	-	-	8	3	4	1	-	-	-	-	12	4	7	1	-	-
Education of pupils with special educational needs	4	-	45	21	6	1	1	-	-	-	56	22	32	12	42	9
Education of minorities	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-
Discrimination	3	1	10	3	-	-	-	-	-	-	13	4	16	6	41	13
Payments for education and school services	3	2	4	2	2	-	-	-	-	-	9	4	10	3	4	-
Utilisation of state budget funds	1	-	12	1	1	-	-	-	-	-	14	1	4	2	7	3
Provision of meals in schools	-	-	4	-	-	-	-	-	7	1	11	1	6	4	7	1
Political activity	-	-	8	2	-	-	-	-	-	-	8	2	1	1	8	5
Inappropriate promotion/advertisement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Other complaints	28	4	127	31	37	8	3	1	21	9	216	53	158	45	210	46

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