

## Analysis of Complaints and Indications/Suggestions

Monitored indicators	Kindergartens		BSs		SSs		TPSs		School facilities		Total 2008/2009		Total 2007/2008	
	C	D	C	D	C	D	C	D	C	D	C	D	C	D
Number of complaints	40	x	227	x	98	x	2	x	16	x	383	x	395	x
Number of items in complaints	98	26	528	134	223	60	4	2	32	2	885	224	885	240
Safety of children and pupils	14	3	23	5	13	3	-	-	1	-	51	11	47	18
Discrimination without any reasons	7	3	26	8	8	2	-	-	-	-	41	13	23	5
Evaluation and marking (ranking)	-	-	36	9	26	8	1	1	-	-	63	18	86	22
Examination before a commission	-	-	8	4	17	3	-	-	-	-	25	7	31	10
Communication with parents (statutory representatives)	22	7	82	23	16	6	-	-	1	1	121	37	132	48
Material conditions for teaching	1	-	6	1	4	1	-	-	-	-	11	2	13	2
Failure to deal with complaints	1	-	18	5	9	4	-	-	1	-	29	9	31	3
Failure to deal with bullying	1	-	23	7	7	-	-	-	-	-	31	7	36	4
Unsuitable advertising	1	-	-	-	-	-	-	-	-	-	1	-	-	-
Staffing to cover lessons	5	-	25	6	19	9	-	-	2	-	51	15	51	16
Meeting education programmes	1	1	13	2	2	1	-	-	-	-	16	4	23	9
Political activity	-	-	5	3	1	1	-	-	2	1	8	5	-	-
School operations	10	1	9	2	5	2	-	-	1	-	25	5	43	11
Adoption of measures to remove shortcomings	-	-	1	-	-	-	-	-	-	-	1	-	6	1
Negative decision on admitting a pupil	3	1	1	-	-	2	-	-	-	-	6	1	1	0
System of leadership and evaluation of employees	-	-	8	2	1	-	-	-	-	-	9	2	18	5
School Code	1	1	9	2	2	-	-	-	1	-	13	3	13	4
Provision of meals in school	3	-	3	1	-	-	-	-	1	-	7	1	11	4
Physical punishment of pupils	-	-	4	1	-	-	-	-	1	-	5	1	13	2
Manner of completing studies	1	-	1	1	7	1	-	-	-	-	9	2	6	-
Fees for education and school services	2	-	1	-	1	-	-	-	-	-	4	-	3	-
Level and course of education	8	1	18	5	9	1	-	-	-	-	35	7	43	9
Educational measures and marking of behaviour	-	-	54	13	9	3	-	-	1	-	64	16	70	24
Using funds from the state budget	2	2	-	-	1	1	-	-	4	-	7	3	2	-
Education of pupils with SEN	-	-	26	8	11	1	-	-	5	-	42	9	31	14
Other	15	6	128	26	53	13	3	1	11	-	210	46	142	29

Key: C = total number of indications of respective problems (complaints), D = indication was assessed as justified