

Total number of school-related complaints and the number of cases involving pilot schools received by EDB in 2012/13 and 2013/14 school years

No. of complaint cases involved	2012/13 school year		2013/14 school year	
	Total no. of school-related complaints received : 239 (including all types of schools)		Total no. of school-related complaints received : 179 (including all types of schools)	
	No. of cases involving pilot schools (No. of pilot schools in brackets)		No. of cases involving pilot schools (No. of pilot schools in brackets)	
	Handled by EDB	Handled by school	Handled by EDB	Handled by school
1 – 2	8(6)	1(1)	24(20)	8(6)
3 – 5	8(2)	0	6(2)	0
6 and above	0	0	0	0
Sub-total	16(8)	1(1)	30(22)	8(6)
Total	17 (9)		38 (28)	