



MINISTRY OF EDUCATION
HON. ASERI RADRODRO
MINISTER FOR EDUCATION

FRIDAY 14 MARCH 2025

6/2025

WRITTEN QUESTION

Hon. Hem Chand to ask the Minister for Education – Can the Minister update Parliament on the following in relation to complaints received by the Ministry over the past 3 years –

- (a) the number of complaints received per year per Division; and**
 - (b) the number of complaints sorted into broad classifications, such as transport, classroom, teacher availability, student related issues, and so on.**
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(a) the number of complaints received per year per Division

2022

Per Division		Total
Central Division	Suva	148
	Nausori	
Western Division		
	(Lautoka/Nadi/Yasawa)	11898
	(Ba/Tavua District)	
	(Ra District)	
	(Nadroga/Navosa)	
Northern Division		
	(Cakaudrove District)	8538
	(Macuata/Bua)	
Eastern Division		
		79
Total		20663

2023

Per Division		Total
Central Division	Suva	5392
	Nausori	
Western Division		10803
	(Lautoka/Nadi/Yasawa)	
	(Ba/Tavua District)	
	(Ra District)	
	(Nadroga/Navosa)	
Northern Division		4663
	(Cakaudrove District)	
	(Macuata/Bua)	
Eastern Division		104
Total		20962

2024

Per Division		Total
Central Division	Suva	12316
	Nausori	
Western Division		11010
	(Lautoka/Nadi/Yasawa)	
	(Ba/Tavua District)	
	(Ra District)	
	(Nadroga/Navosa)	
Northern Division		5515
	(Cakaudrove District)	
	(Macuata/Bua)	
Eastern Division		150
Total		28991

(b) the number of complaints sorted into broad classifications, such as transport, classroom, teacher availability, student related issues, and so on.

2022										
Per Division		Transportation	Class room	Teacher Availability	Student related issues	Any other complaints	Total of issues	Government Toll free	Teacher Helpline	Total
Central Division	Suva	4	3	2	23	4	36	6	90	148
	Nausori	3	0	0	13	0	16			
Western Division	(Lautoka/Nadi/Yasawa)	10245	5	10	1392	3	11655	10	75	11898
	(Ba/Tavua District)	91	0	15	7	0	113			
	(Ra District)	4	4	2	3	0	13			
	(Nadroga/Navosa)	15	1	15	0	1	32			
Northern Division	(Cakaudrove District)	8251	5	41	0	3	8300	3	65	8538
	(Macuata/Bua)	160	0	0	0	10	170			
Eastern Division		5	0	35	0	0	40	0	39	79
Total		10527	13	79	1438	18		19	269	20663

2023

Per Division		Transportation	Classroom	Teacher Availability	Student related issues	Any other complaints	Total of issues	Government toll free	Teacher Helpline	Total
Central Division	Suva	4	3	2	14	3974	3997	33	80	5392
	Nausori	3	0	2	3	1274	1282			
Western Division	(Lautoka/Nadi/Yasawa)	10228	5	10	282	5	10530	11	85	10803
	(Ba/Tavua District)	114	0	24	4	0	142			
	(Ra District)	4	5	2	3	0	14			
	(Nadroga/Navosa)	4	1	11	3	2	21			
Northern Division	(Cakaudrove District)	4424	5	35	2	1	4467	4	63	4663
	(Macuata/Bua)	121	0	0	5	3	129			
Eastern Division		7	0	43	0	0	50	4	50	104
Total		10485	14	94	314	5258		52	278	20962

2024

Per Division		Transportation	Classroom	Teacher Availability	Student related issues	Any other complaints-	Total of issues	Government toll free	Teacher Helpline	Total
Central Division	Suva	3	5	2	11	7854	7875	67	90	12316
	Nausori	1	1	7	16	4259	4284			
Western Division	(Lautoka/Nadi/Yasawa)	10265	10	40	341	24	10680	27	86	11010
	(Ba/Tavua District)	123	2	19	8	0	152			
	(Ra District)	4	3	3	3	7	20			
	(Nadroga/Navosa)	15	2	22	2	4	45			
Northern Division	(Cakaudrove District)	5208	2	27	2	0	5239	10	80	5515
	(Macuata/Bua)	176	4	0	0	6	186			
Eastern Division								0	35	150
		12	0	103	0	0	115			
Total		10599	27	196	381	12154		104	291	28991

The Way Forward

1. Monitoring and Record Keeping

The Ministry will ensure that customer complaints query books are closely monitored across the nine districts. All officers will be trained on a standardized format for documenting queries and complaints in the register books to maintain consistency. This will help avoid missing or incomplete records and ensure a clear process is followed.

2. Timeliness and Follow-up

The Ministry will establish clear timelines for responding to all queries, with a maximum response time of 5 working days. Follow-up will be conducted to ensure resolution and to gather customer feedback on service quality.

3. Centralized Monitoring and Reporting

A central monitoring team will be appointed to oversee the accurate recording of complaints and queries at each district. Monthly summary reports will be compiled and forwarded to MOE HQ for review. Trends in complaints will be analyzed to address issues and improve processes.

4. Accountability and Performance Reporting

Clear accountability will be assigned to officers in each district, with quarterly reports generated outlining issues raised, resolutions provided, and customer satisfaction feedback. These reports will be reviewed to ensure transparency and consistent service delivery.