

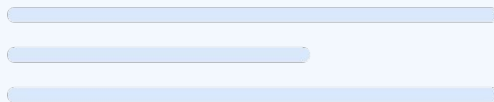


# June 2023 Report

**UGRC**

(Unacademy Grievance Redressal Council)

**MONTHLY REPORT**



# June 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - June 23

| GRIEVANCE TICKET    | June- 23       |
|---------------------|----------------|
| Tickets Created     | 146            |
| Tickets Resolved    | 144            |
| Tickets Unresolved* | 2              |
| Resolution Hours    | 43 Hrs.25 Mins |

\*Out of 2 unresolved tickets 1 ticket was resolved in July 2023 and another ticket is awaiting a resolution.

| Issue Category                   | Ticket Counts |
|----------------------------------|---------------|
| Content Request                  | 20            |
| Cancel / Refund subscription     | 17            |
| Unable to login                  | 12            |
| Do not Disturb                   | 11            |
| Physical notes related query     | 11            |
| App Crash/Lag                    | 9             |
| Unable to access content         | 8             |
| Others (Please specify)          | 8             |
| General Query                    | 7             |
| UCL/Other test prizes            | 6             |
| Subscription Extension Issue     | 4             |
| Batch schedule not updated       | 4             |
| Partner / tie-up with Unacademy  | 4             |
| Change subscription goal         | 3             |
| Payment issues                   | 3             |
| Group Company Query              | 2             |
| Buffering / video quality issues | 2             |
| Referral Issues                  | 2             |



|                                      |   |
|--------------------------------------|---|
| Profile change request               | 2 |
| Sign up for new subscription         | 2 |
| Issue with test series               | 2 |
| Downloading issue                    | 1 |
| Result / Rank / Leaderboard concerns | 1 |
| Issue with Live class                | 1 |
| Can't find my educator on Unacademy  | 1 |
| Educators rescheduling classes       | 1 |
| Suggestions / feedback for Unacademy | 1 |
| Language Issues                      | 1 |

| <b>Grievance Escalated to the UGRG by</b> | <b>Learner</b> | <b>Educator</b> | <b>Other Stakeholder</b> |
|---|----------------|-----------------|--------------------------|
| Grievances Raised                         | 79             | 00              | 00                       |
| Grievances Resolved                       | 79             | 00              | 00                       |
| TOTAL*                                    | 79             | 00              | 00                       |

\*All seventy nine grievances registered with UGRG were resolved.

Grievances with UGRG are documented below in detail:

- Cancel/Refund subscription (25 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Unable to login (16 tickets)
  - Queries from learners seeking help to login to their accounts
  - We checked and assisted the learners with the login process
- Physical notes related query (07)
  - Learners had an issue with the physical books
  - We checked and assisted the learners further
- Content Request (07)
  - Learners raised the query regarding the courses being incomplete or missing
  - We checked and addressed the issues accordingly
- Others (Please specify) (06 tickets)
  - The queries were gibberish in nature
  - Additional information was requested by the team
- Unable to access content (05 tickets)
  - Learners were unable to access the courses/content in the app
  - We checked and addressed the issues accordingly
- UCL/Other test prizes (04 tickets)
  - Learner raised a query regarding the status of the prize that he had won
  - We checked and resolved the issues
- Can't find my educator on Unacademy (03 tickets)
  - Learner raised a query regarding unable to find a specific educator
  - We checked and resolved the issues

- Do not Disturb (03 tickets)
  - Learner raised a query requesting to delete the account
  - We checked and assisted the learners
- Payment issues (03 tickets)
  - Learners raised queries mentioning the payment had failed
  - We checked and addressed it accordingly

*All requests were addressed as per Unacademy's norms and standards*



**THANK YOU**