

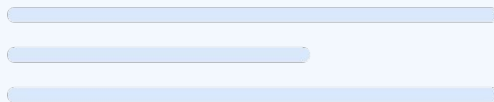


April 2023 Report

UGRC

(Unacademy Grievance Redressal Council)

MONTHLY REPORT



April 2023 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - April 23

GRIEVANCE TICKET	April 23
Tickets Created	162
Tickets Resolved	160
Tickets Unresolved*	2
Resolution Hours	26 Hrs.20 Mins

*Two ticket is awaiting a resolution as of April 2023.

ROW LABELS	April 2023
Content request	27
Cancel / Refund subscription	20
Unable to login	14
Do not disturb	12
General query	12
Unable to access content	11
Can't find my educator on Unacademy	10
Change subscription goal	10
Others (please specify)	8
UCL/Other test prizes	5
Physical notes related query	4
Subscription extension issue	3
Iconic issue	3
Report stolen content	3
Issue with test series	3
Report inappropriate behavior/content	2
Referral issues	2
Educators rescheduling classes	2
Profile change request	2
Partner / Tie-up with Unacademy	2
Sign up for new subscription	1
Live class chat disabled / banned	1

Payment issues	1
Issue with class notes	1
Watch mins issue	1
Suggestions / feedback for Unacademy	1
App Crash/Lag	1
Issue with class notes	1

Grievance Escalated to the UGRG by	Learner	Educator	Other Stakeholder
Grievances Raised	43	00	00
Grievances Resolved	43	00	00
TOTAL*	43	00	00

*All fourty three grievances registered with UGRG were resolved.

Grievances with UGRG are documented below in detail:

- Cancel/Refund subscription (20 tickets)
 - Learners raised a request to cancel/refund their subscriptions
 - We checked and addressed the queries as per the policy
- Unable to login (06 tickets)
 - Queries from learners seeking help to login to their accounts
 - We checked and assisted the learners with the login process
- Renewal (04)
 - The learner was looking for the additional extension which was valid on his subscription
 - We checked and addressed the query
- Physical notes related query (02)
 - Learners had an issue with the physical books
 - We checked and assisted the learners further
- Class details (02)
 - Learners were facing an issue with the class timings
 - We checked and addressed the issue
- How do I enroll for new course / batch (02)
 - Learner was looking to enroll for a course/batch
 - We checked and resolved the issue
- UCL/Other test prizes (03 tickets)
 - Learner raised a query regarding the status of the prize that he had won
 - We checked and resolved the issue
- Others (Please specify) (01 tickets)
 - The query was gibberish in nature
 - Additional information was requested by the team

- Planner issue (01 tickets)
 - The learner was facing issue in the planner
 - We checked and assisted the learner
- Language Issues (01)
 - Learner wanted the classes to be conducted in a specific language
 - Feedback was shared with the internal team
- Can't find my educator on Unacademy (01 tickets)
 - Learner raised a query regarding unable to find a specific educator
 - We checked and resolved the issue

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



THANK YOU