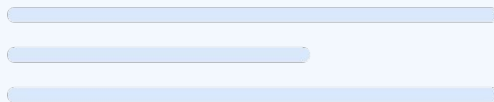unacademy

May 2023
Report

UGRC

(Unacademy Grievance Redressal Council)
MONTHLY REPORT

May 2023 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS -May 23

GRIEVANCE TICKET	May 23
Tickets Created	176
Tickets Resolved	175
Tickets Unresolved*	1
Resolution Hours	22 Hrs.13 Mins

*One ticket is awaiting a resolution as of May 2023.

ROW LABELS	May 2023
Content request	28
Cancel / Refund the subscription	20
Do not disturb	19
Unable to login	17
General query	15
Unable to access content	13
Physical notes related query	12
Tech issues	12
Change subscription goal	7
Others (please specify)	6
Sign up for a new subscription	5
Can't find my educator on Unacademy	3
Group Company Query	3
Partner / Tie-up with Unacademy	3
Iconic issue	2
Suggestions / Feedback for Unacademy	2
Referral issues	2
Subscription extension issue	2
Enroll for new course/batch	1
Report inappropriate behavior / content	1
Request for more tests/practice quiz	1
Payment issues	1

Grievance Escalated to the UGRC by	Learner	Educator	Other Stakeholder
Grievances Raised	37	00	00
Grievances Resolved	37	00	00
TOTAL*	37	00	00

*All thirty seven grievances registered with UGRC were resolved

Grievances with UGRC are documented below in detail:

- Cancel/Refund subscription (08 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Batch schedule not updated (04 tickets)
  - Learner raised a query regarding batch schedule not being updated
  - We checked and resolved the issue
- Other (please specify) (02 tickets)
  - The queries were gibberish in nature
  - Additional information was requested by the team
- Unable to login (02 tickets)
  - Queries from learners seeking help to login to their accounts
  - We checked and assisted the learners with the login process
- Do not disturb (02 tickets)
  - Learners raised a query asking to enable DND option on their number
  - We checked and assisted the learners with the same
- Can't find my educator on Unacademy (02 tickets)
  - Learner raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- UCL/Other test prizes (02 tickets)
  - Learner raised a query regarding the status of the prize that he had won
  - We checked and resolved the issue
- Change subscription goal (01 ticket)
  - Learners raised a request to change their subscriptions
  - We checked and addressed the query as per the policy
- Battery drain/phone heating (01 ticket)
  - Learner raised a query regarding Battery drain/phone heating
  - We checked and resolved the issue

- UCL/Other test prizes (01 ticket)
  - Learner raised a query regarding the status of the prize that he had won
  - We checked and resolved the issue
- Suggestions / Feedback for Unacademy (01 ticket)
  - The learner had shared a feedback for store batch
  - We have relayed- this to the relevant team
- Request invoice (01 ticket)
  - The learner was looking for the invoice
  - We checked and assisted the learner
- Request for more tests/practice quiz (01 ticket)
  - The learner requested for more test/practice quiz
  - We have shared the tentative timeline for releasing the test/quiz
- Educators rescheduling classes (01 ticket)
  - The learner was facing an issue with class reschedulement
  - We checked and assisted the learner
- Do not disturb (01 ticket)
  - The learner request us to activate do not disturb
  - We checked and assisted the learner
- Change subscription goal (01 ticket)
  - The learner requested to change the goal
  - We checked and assisted the learner
- Batch schedule not updated (01 ticket)
  - The learner was facing an issue with batch schedule
  - We checked and assisted the learner

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

THANK YOU