

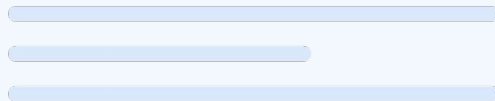


# March 2023 Report

## UGRC

(Unacademy Grievance Redressal Council)

### MONTHLY REPORT



# March 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS -March 23

GRIEVANCE TICKET	March 23
Tickets Created	231
Tickets Resolved	207
Tickets Unresolved*	24
Resolution Hours	20 Hrs.23 Mins

\*Twenty four ticket is awaiting a resolution as of March 2023.

ROW LABELS	March 2023
Content Request	41
Unable to access content	28
Unable to login	21
UCL/Other test prizes	20
Cancel / Refund subscription	17
Change subscription goal	16
Do not Disturb (Delete)	12
Others (Please specify)	12
General Query (Gibbresh)	11
Physical notes related query	10
Referral Issues	6
Can't find my educator on Unacademy	5
Payments related	5
Test related issues	4
Issue with Live class	2
Language Issues	2
Sign up for new subscription	2
Business related refunds	2
Partner / tie-up with Unacademy	2
Profile change request	2
Suggestions / feedback for Unacademy	1
Group Company Query	1

PDF Issue	1
Iconic Issue	1
Subscription Extension Issue	1
Report incorrect / repeated questions or answer	1
Ask a doubt issue	1
Report stolen content	1
Educator Query	1
Issue with class notes	1
New App revamp Issues	1

<b>Grievance Escalated to the UGRC by</b>	<b>Learner</b>	<b>Educator</b>	<b>Other Stakeholder</b>
Grievances Raised	36	01	00
Grievances Resolved	36	01	00
TOTAL	36	01	00

\*All thirty seven grievances registered with UGRC were resolved

Grievances with UGRC are documented in detail

- Cancel/Refund subscription (10 tickets):
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Can't find my educator on Unacademy (05 tickets)
  - Learner raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- Unable to login (04 tickets):
  - Queries from learners seeking help to login to their accounts
  - We checked and assisted the learners with the login process
- Other (Please specify) (03 tickets):
  - The queries were gibberish in nature
  - Additional information was requested by the team
- Referral Issues (03):
  - Learners raised a query around Gift Voucher
  - We checked and resolved the issue
- UCL/Other test prizes (02 tickets)
  - Learner raised a query regarding the status of the prize that he/she had won
  - We checked and resolved the issue
- How do I enrol for new course / batch (02):
  - Learner was looking to enrol for a course/batch
  - We checked and resolved the issue
- Unable to access content (02):
  - Learner was unable to access content
  - We checked and addressed the query

- Issue with Recorded class (02):
  - Learner had an issue with the recorded class
  - Team has addressed the issue
- Physical notes related query (01):
  - Learner was looking for 2.0 books
  - As the learner was eligible for 1.0 books the same was delivered to him
- PDF Issue (01):
  - Learner was not able to access the PDF
  - The technical issue was fixed and the query was addressed
- Language Issues (01):
  - Learner wanted the classes to be conducted in a specific language
  - Feedback was shared with the internal team
- Educator Query (01):
  - The educator had an issue with the payout
  - Team has assisted him further

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



**THANK YOU**