

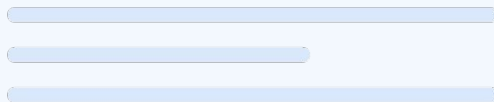


# Feb 2023 Report

## UGRC

(Unacademy Grievance Redressal Council)

**MONTHLY REPORT**



# February 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - Feb 23

GRIEVANCE TICKET	Feb 23
Tickets Created	342
Tickets Resolved	341
Tickets Unresolved*	01
Resolution Hours	15 Hrs.23 Mins

\*One ticket is awaiting a resolution as of February 2023.

ROW LABELS	Feb 2023
Can't find my educator on Unacademy	200
Content request	22
Cancel / Refund subscription	20
Others (please specify)/General query	18
UCL/Other test prizes	17
Unable to access content	11
Unable to login	11
Change subscription goal	10
Payment issues	5
Do not disturb	4
Subscription extension issue	3
Business related refunds	3
App crash/lag	2
Partner / Tie-up with Unacademy	2
Physical notes related query	2
Iconic issue	1
Notification related	1
Downloading issue	1
PDF issue	1
Sign up for new subscription	1
Extend / Renew subscription	1
Suggestions / feedback for Unacademy	1
How do I enrol for new course / batch	1
Educators rescheduling classes	1
Request invoice	1
Result / Rank / Leaderboard concerns	1

<b>Grievance Escalated to the UGRC by</b>	<b>Learner</b>	<b>Educator</b>	<b>Other Stakeholder</b>
Grievances Raised	25	00	00
Grievances Resolved	25	00	00
TOTAL*	25	00	00

\*All twenty five 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

- Unable to access content\_CA Split (01 ticket)
  - Learner raised a query regarding unable to access content
  - We checked and resolved the issue

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



**THANK YOU**