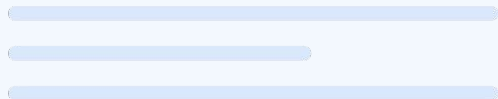unacademy

November 2023 Report

UGRC

(Unacademy Grievance Redressal Council)
MONTHLY REPORT

November 2023 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - November 23

GRIEVANCE TICKET	November- 23
Tickets Created	99
Tickets Resolved	98
Tickets Unresolved*	1
Resolution Hours	21 Hrs 32 Mins

*The 1 unresolved ticket was resolved in December 2023.

Issue Category	Ticket Counts
Payments & Refunds Related	18
Content Request	16
Educator Exit Issue	11
Test Prizes Related	11
General Query	9
Issue with Live class	8
Gibberish	5
Physical Notes	4
Unable to Access Content	4
Unable to Login	3
Referral Rewards	3
Profile Change	2
Live class chat disabled / banned	2
Educator Rescheduling Classes	2
Suggestions - Product Request	1

Grievance Escalated to the UGRC by	Learner	Educator	Other Stakeholder
Grievances Raised	72	00	00
Grievances Resolved	72	00	00
TOTAL*	72	00	00

*All seventy two grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Cancel/Refund subscription (21 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- General Query (Gibberish) (11 tickets)
  - The query was gibberish in nature
  - Additional information was requested by the team
- Content Request (09 tickets)
  - Learners were raised the query regarding the courses incomplete/missing
  - We checked and addressed the issue accordingly
- Can't find my educator on Unacademy (09 tickets)
  - Learners raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- UCL/Other test prizes (07 tickets)
  - Learners raised a query regarding the status of the prize that he had won
  - We checked and resolved the issue
- Unable to access content (05 tickets)
  - Learners were unable to access the courses/content in the app
  - We checked and addressed the issue accordingly
- Unacademy Store (03 tickets)
  - The learners raised the query regarding the offline subscription
  - We checked and addressed the issue accordingly
- Technical issues (02 tickets)
  - Learners raised a query regarding audio/video issues
  - We checked and resolved the issue
- Subscription Extension Issue (01 ticket)
  - Learner raised a query regarding extension not activated
  - We checked and addressed it accordingly

- Unable to login (01 ticket)
    - Query from learner seeking help to login to their accounts
    - We checked and assisted the learners with the login process
- Profile change request (01 ticket)
    - Learner raised a query regarding unable to change the name/image
    - We checked and provided one-time access for editing the name/image
- Physical notes related query (01 ticket)
    - Learner had an issue with the physical books
    - We checked and assisted the learners further
- Extend / Renew subscription (01 ticket)
    - Learner raised a query for extend / renew of subscription
    - We checked and highlighted to the sales team

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

THANK YOU