

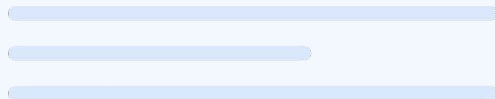


# October 2023 Report

**UGRC**

(Unacademy Grievance Redressal Council)

**MONTHLY REPORT**



# October 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - October 23

GRIEVANCE TICKET	October- 23
Tickets Created	176
Tickets Resolved	173
Tickets Unresolved*	3
Resolution Hours	17 Hrs 04 Mins

\*Out of 3 unresolved tickets all these ticket was resolved in November 2023.

Issue Category	Ticket Counts
Physical notes related query	27
Can't find my educator on Unacademy	24
Content Request	21
General Query	15
Cancel / Refund subscription	11
Others (Please specify)	11
UCL/Other test prizes	10
Payment issues	9
Unable to login	9
Issue with Live class	8
Live class chat disabled / banned	6
Batch schedule not updated	5
Referral Issues	5
Change subscription goal	4
Suggestions/feedback for Unacademy	4

Do not Disturb	3
Unable to access content	2
Profile change request	2

<b>Grievance Escalated to the UGRC by</b>	<b>Learner</b>	<b>Educator</b>	<b>Other Stakeholder</b>
Grievances Raised	118	00	00
Grievances Resolved	118	00	00
TOTAL*	118	00	00

\*All one hundred and eighteen grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Others (Please specify) (21 tickets)
  - The query was gibberish in nature
  - Additional information was requested by the team
- Can't find my educator on Unacademy (21 tickets)
  - Learners raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- Cancel/Refund subscription (19 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Content Request (18 tickets)
  - Learners were raised the query regarding the courses incomplete/missing
  - We checked and addressed the issue accordingly
- UCL/Other test prizes (09 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 (08 tickets)
  - Learners were unable to access the courses/content in the app
  - We checked and addressed the issue accordingly
- Physical notes related query (07 tickets)
  - Learners had an issue with the physical books
  - We checked and assisted the learners further
- Unacademy Store (06 tickets)
  - The learners raised the query regarding the offline subscription
  - We checked and addressed the issue accordingly
- Technical issues (03 tickets)
  - Learners raised a query regarding audio/video issues
  - We checked and resolved the issue

- Payment issues (03 tickets)
  - Learners raised a query mentioning the payment was failed and extension not activated
  - We checked and addressed it accordingly
- Unable to login (01 ticket)
  - Queries 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/pic
  - We checked and given one-time access for editing the name/pic
- Referral Issues (01 ticket)
  - Learner raised a query regarding the referral rewards were not dispatched
  - We checked and resolved the issue

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



**THANK YOU**