

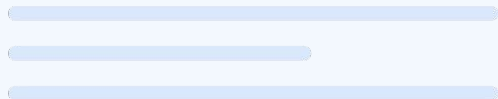


# September 2023 Report

**UGRC**

(Unacademy Grievance Redressal Council)

**MONTHLY REPORT**



# September 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - September 23

GRIEVANCE TICKET	September- 23
Tickets Created	300
Tickets Resolved	300
Tickets Unresolved*	0
Resolution Hours	58 Hrs 43 Mins

\*All the ticket were resolved in September 2023.

Issue Category	Ticket Counts
Can't find my educator on Unacademy	67
Content Request	42
Physical notes related query	27
Payment issues	26
Cancel / Refund subscription	22
UCL/Other test prizes	15
Unable to login	14
Issue with Live class	12
Others (Please specify)	11
Batch schedule not updated	11
Do not Disturb	10
Unable to access content	8
General Query	7
Referral Issues	7
Change subscription goal	5

Live class chat disabled / banned	5
Suggestions / feedback for Unacademy	4
Partner / tie-up with Unacademy	2
Profile change request	2
Teach at Unacademy	2
Group Company Query	1

<b>Grievance Escalated to the UGRC by</b>	<b>Learner</b>	<b>Educator</b>	<b>Other Stakeholder</b>
Grievances Raised	173	01	00
Grievances Resolved	173	01	00
TOTAL*	173	01	00

\*All One hundred and seventy four grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Can't find my educator on Unacademy (64 tickets)
  - Learners raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- Cancel/Refund subscription (34 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Content Request (19 tickets)
  - Learners were raised the query regarding the courses incomplete/missing
  - We checked and addressed the issue accordingly
- Others (Please specify) (15 tickets)
  - The query was gibberish in nature
  - Additional information was requested by the team
- Physical notes related query (08 tickets)
  - Learners had an issue with the physical books
  - We checked and assisted the learners further
- Payment issues (07 tickets)
  - Learners raised a query mentioning the payment was failed and extension not activated
  - We checked and addressed it accordingly
- 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 (05 tickets)
  - The learners raised the query regarding the offline subscription
  - We checked and addressed the issue accordingly
- Do not Disturb (04 tickets)
  - Learners raised a query requesting to delete the account
  - We checked and processed it as per the policy

- UCL/Other test prizes (04 tickets)
  - Learners raised a query regarding the status of the prize that he had won
  - We checked and resolved the issue
- Unable to login (2 tickets)
  - Queries from learners seeking help to login to their accounts
  - We checked and assisted the learners with the login process
- Profile change request (02 tickets)
  - Learners raised a query regarding unable to change the name/pic
  - We checked and given one-time access for editing the name/pic
- Technical issues (02 tickets)
  - Learners raised a query regarding audio/video issues
  - We checked and resolved the issue
- Referral Issues (02 tickets)
  - Learners raised a query regarding the referral rewards were not dispatched
  - We checked and resolved the issue
- Educator Query (01 ticket)
  - Educator raised a query regarding the educator dashboard was not working
  - We checked and resolved the issue

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



**THANK YOU**