

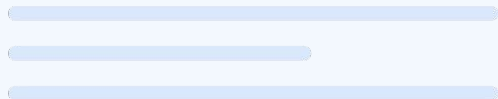


# August 2023 Report

**UGRC**

(Unacademy Grievance Redressal Council)

**MONTHLY REPORT**



# August 2023 UGRC REPORT

## COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - August 23

GRIEVANCE TICKET	August- 23
Tickets Created	267
Tickets Resolved	266
Tickets Unresolved*	1
Resolution Hours	39 Hrs 18 Mins

\*Out of 1 unresolved tickets all these ticket was resolved in September 2023.

Issue Category	Ticket Counts
Can't find my educator on Unacademy	63
Content Request	38
Payment issues	28
Physical notes related query	25
Cancel / Refund subscription	20
Others (Please specify)	14
Unable to access content	12
Change subscription goal	10
Unable to login	10
General Query	8
Live class chat disabled / banned	8
UCL/Other test prizes	7
Batch schedule not updated	5
Suggestions / feedback for Unacademy	5



Do not Disturb	4
Issue with Live class	3
Partner / tie-up with Unacademy	3
Referral Issues	2
Group Company Query	1
Profile change request	1

<b>Grievance Escalated to the UGRC by</b>	<b>Learner</b>	<b>Educator</b>	<b>Other Stakeholder</b>
Grievances Raised	92	01	00
Grievances Resolved	92	01	00
TOTAL*	92	01	00

\*All ninety-three grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Others (Please specify) (40 tickets)
  - The query was gibberish in nature
  - Additional information was requested by the team
- Can't find my educator on Unacademy (14 tickets)
  - Learners raised a query regarding unable to find a specific educator
  - We checked and resolved the issue
- Cancel/Refund subscription (09 tickets)
  - Learners raised a request to cancel/refund their subscriptions
  - We checked and addressed the queries as per the policy
- Payment issues (06 tickets)
  - Learners raised a query mentioning the payment was failed and extension not activated
  - We checked and addressed it accordingly
- Unable to login (05 tickets)
  - Queries from learners seeking help to login to their accounts
  - We checked and assisted the learners with the login process
- Physical notes related query (04 tickets)
  - Learners had an issue with the physical books
  - We checked and assisted the learners further
- Content Request (04 tickets)
  - Learners were raised the query regarding the courses incomplete/missing
  - 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
- UCL/Other test prizes (03 tickets)
  - Learners raised a query regarding the status of the prize that he had won
  - 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
- Unable to access content (01 ticket)
  - Learner were unable to access the courses/content in the app
  - We checked and addressed the issue accordingly
- Sign up for new subscription (01 ticket)
  - Learner raised a query for new enquiry of subscription
  - We checked and highlighted to the sales team
- 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**