

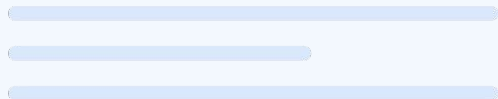


July 2023 Report

UGRC

(Unacademy Grievance Redressal Council)

MONTHLY REPORT



July 2023 UGRC REPORT

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - July 23

GRIEVANCE TICKET	July- 23
Tickets Created	150
Tickets Resolved	147
Tickets Unresolved*	3
Resolution Hours	41 Hrs.55 Mins

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

Issue Category	Ticket Counts
Content Request	28
Cancel / Refund subscription	22
Others (Please specify)	9
Unable to login	8
Unable to access content	8
Can't find my educator on Unacademy	7
Change subscription goal	7
General Query	7
Do not Disturb	6
Physical notes related query	5
Suggestions / feedback for Unacademy	5
Payment issues	5
UCL/Other test prizes	5
Subscription Extension Issue	4
Batch schedule not updated	4
Referral Issues	3
Profile change request	3
Request Invoice	2



Live class chat disabled / banned	2
Sign up for new subscription	2
Ask a doubt issue	1
Issue with Live class	1
Teach at Unacademy	1
Iconic Issue	1
Group Company Query	1
Educator Query	1
Doubts & analysis for test series	1
Partner / tie-up with Unacademy	1

Grievance Escalated to the UGRC by	Learner	Educator	Other Stakeholder
Grievances Raised	58	00	00
Grievances Resolved	58	00	00
TOTAL*	58	00	00

*All fifty eight grievances registered with UGRC were resolved.

Grievances with UGRC are documented below in detail:

- Cancel/Refund subscription (14 tickets)
 - Learners raised a request to cancel/refund their subscriptions
 - We checked and addressed the queries as per the policy
- Content Request (11 tickets)
 - Learners were raised the query regarding the courses incomplete/missing
 - We checked and addressed the issue accordingly
- Others (Please specify) (07 tickets)
 - The query was gibberish in nature
 - Additional information was requested by the team
- Payment issues (07 tickets)
 - Learners raised a query mentioning the payment was failed and extension not activated
 - We checked and addressed it accordingly
- Unacademy Store (05 tickets)
 - The learners raised the query regarding the offline subscription
 - We checked and addressed the issue accordingly
- Unable to login (04 tickets)
 - Queries from learners seeking help to login to their accounts
 - We checked and assisted the learners with the login process
- Unable to access content (04 tickets)
 - Learners were unable to access the courses/content in the app
 - We checked and addressed the issue accordingly
- Physical notes related query (02 tickets)
 - Learners had an issue with the physical books
 - We checked and assisted the learners further
- Referral Issues (02 tickets)
 - Learners raised a query regarding the referral rewards were not dispatched
 - We checked and resolved the issue

- UCL/Other test prizes (01 ticket)
 - Learner raised a query regarding the status of the prize that he had won
 - We checked and resolved the issue
- 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

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



THANK YOU