



Unacademy Grievance Redressal Council (UGRC)

UGRC MONTHLY REPORT
June 2025

INTRODUCTION

Unacademy Grievance Redressal Council (UGRC) is a first-of-its kind initiative in the Indian EdTech sector to create a mechanism for Learners, Educators and other stakeholders to highlight their grievances and seek redressal.

UGRC operates with a three-tier redressal system with external independent oversight and is open to everyone, irrespective of whether the complainant is a paid subscriber studies via Unacademy's free content or is a general user.

The initiative is in line with the Government advisories and guidelines under the Consumer Protection Act, 2019. Further, it includes non-customers in its scope.

CORE OBJECTIVE

“To create robust systems and processes to ensure effective and timely solutions to grievances with an impartial approach to set higher benchmarks toward effective Learner engagement.”

KEY PILLARS

1 TRANSPARENCY & ACCOUNTABILITY

Redressal process is clearly defined and made public. Additionally, Unacademy has provided various channels to register grievances. Our robust processes also ensure that those seeking redressal know that there is a dedicated entity in charge of the process and that every grievance is considered in a timely, objective and neutral manner.

2

FAIR & EMPOWERING

A skilled centralised team is dedicated to addressing each grievance with fairness, following a robust communication channel and appropriate CRM support. Our policy also empowers the complaints redressal desk, in order to remove influences and promote objectivity and consistency in resolution.

3 EFFICIENCY & RESPONSIVENESS

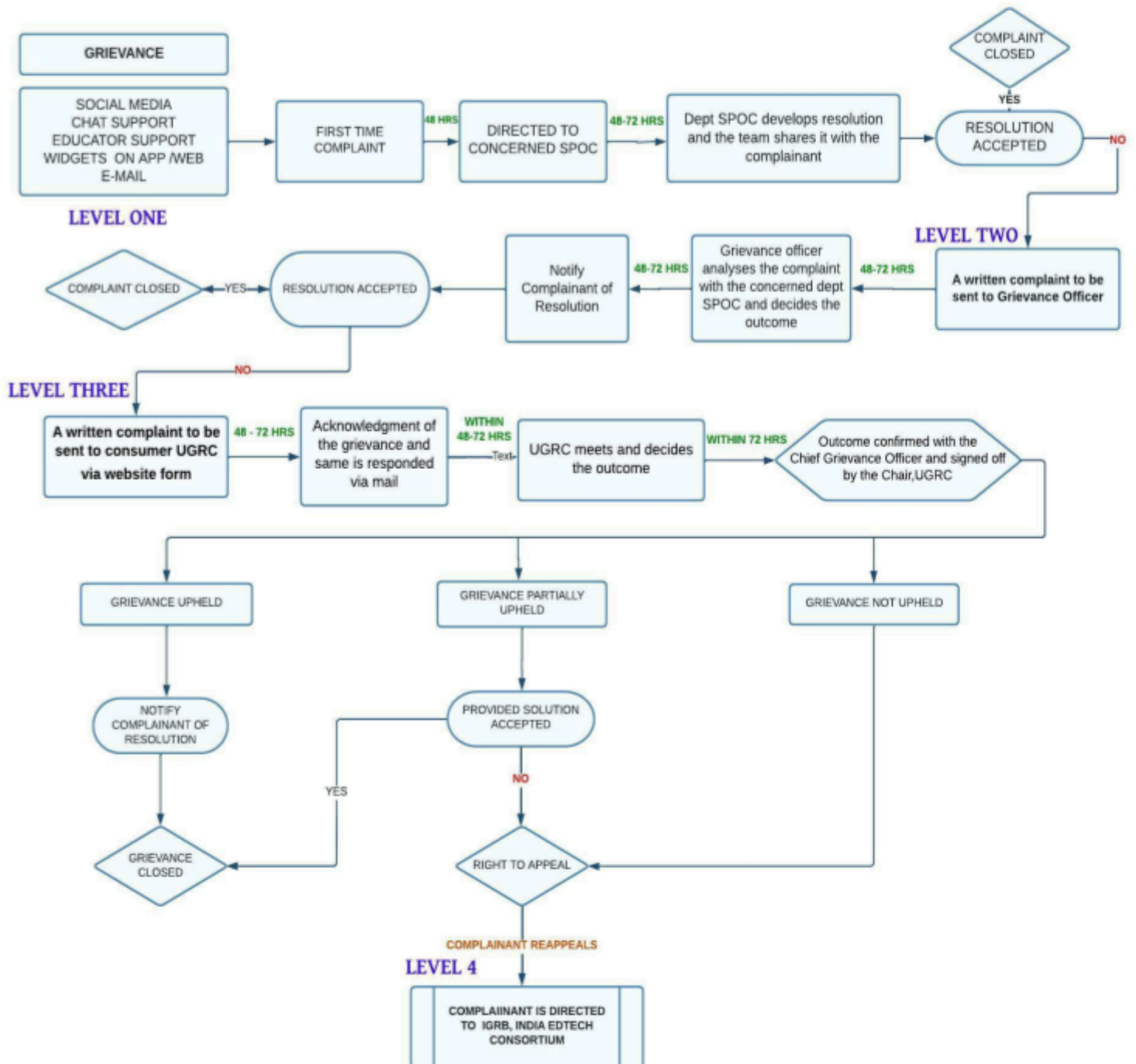
Each complaint is responded to and assigned with a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. Written acknowledgement is sent to the complainant with details of the officer handling the particular case and expected turnaround time for resolution.

4

REVIEW & IMPROVEMENT

We constantly review our processes to identify areas of improvement and ways to prevent future grievances. There is regular analysis of the frequency, patterns and cause of grievances. Review of strategies and processes used for grievance resolution. Check on the effectiveness of those strategies and processes. Improvement plans are implemented on a regular basis.

PROCESS



RESPONSIBILITY

UGRC shall be responsible to ensure that grievances are dealt with effectively in accordance with the 'Grievance Procedures'.

In doing so, the council shall adhere to these principles:

- 1 Take each grievance with utmost sincerity and address key questions on why the complainant feels aggrieved, unhappy or dissatisfied
- 2 Investigate the facts and surrounding circumstances
- 3 Communicate to the complainant about revert timelines
- 4 Provide feedback to the complainant about what can/cannot be done to resolve the grievance
- 5 Take necessary follow-up action

LEVELS OF GRIEVANCE REDRESSALS

LEVEL 1

- Level 1 includes social media/email/ chat/Educator supporter widgets
- Unacademy will acknowledge the issue and capture in the appropriate system
- Unacademy has a defined turnaround time of 3 days for a resolution
- If the complainant is not satisfied with the response offered, then the complainant may choose to refer the matter to Level 2 Email ID:
consumergrievance@unacademy.com

LEVEL 2

- Written Grievances will be acknowledged and recorded in the system
- Unacademy has a defined turnaround time of 10 days for a response
- If the complainant is not satisfied with the response offered then the complainant may choose to refer the matter to Level 3

Email ID: complaints@unacademy.com

LEVEL 3

- Written Grievance duly mentioning the unresolved grievance ticket number will be acknowledged and captured in the appropriate system
- Unacademy has a turnaround time of 10 days for a response at this level
- Contact via the Website form

(Please note: Level 2 and Level 3 are escalations. Giving a first-call resolution on the phone might not be possible and a complete email with exact details where the failure points happened in the previous levels is preferred for us to give the complainant a complete, and correct resolution)

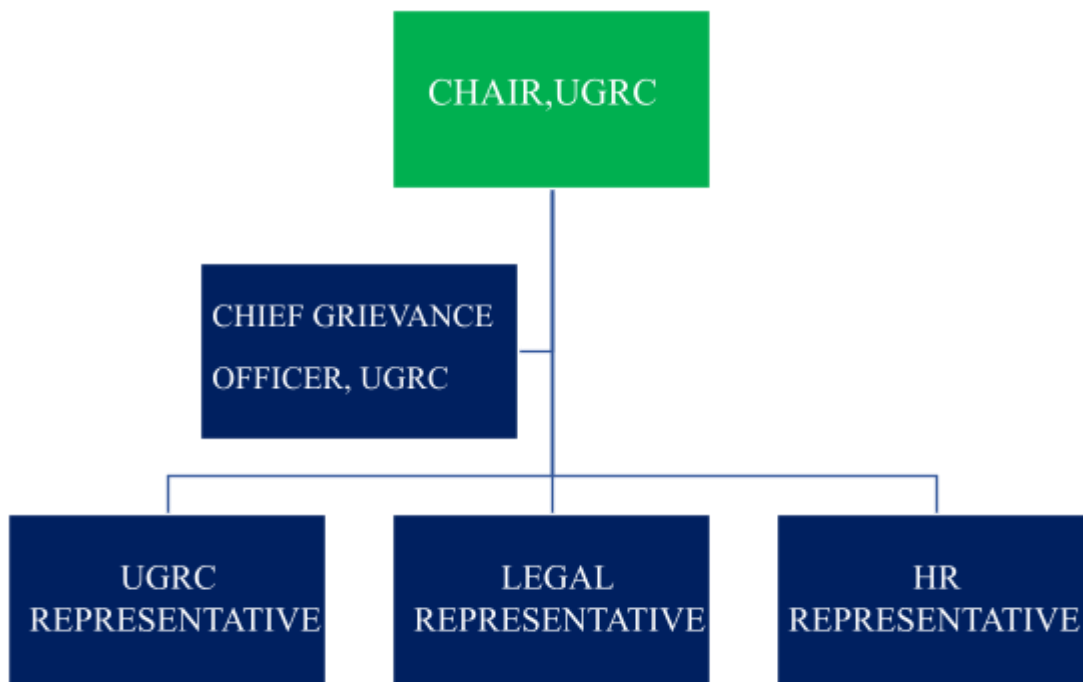
NOTE

The UGRC shall be functional from Monday to Friday during working hours (10:00 AM- 7 PM) only.

Any grievance filed after working hours or on any holiday or weekends (Saturday & Sunday) shall be treated to have been filed on the next working day.

UGRC mandates and processes are subject to revision based on the evolving guidelines and best practices.

STRUCTURE & KEY PEOPLE



CHAIRMAN, UGRC



Prof. Rajan Saxena
Ex NMIMS Vice Chancellor, Ex Director IIM Indore| SPJIMR| IBS G,
Author
External Member, UGRC

CHIEF GRIEVANCE OFFICER, UGRC



Mr. Sanjeev Reddy
Associate Director, Customer Success
Email: consumergrievance@unacademy.com

June 2025 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - June 25					
GRIEVANCE TICKET	June Week - 1	June Week - 2	June Week - 3	June Week - 4	June Week - 5
TICKETS CREATED	191	204	240	226	40
TICKETS RESOLVED	107	190	220	241	93
TICKETS UNRESOLVED	84	14	20	69	16
RESOLUTION HOURS	08 Hrs 33 Mins	04 Hrs 40 Mins	03 Hrs 38 Mins	20 Hrs 53 Mins	26 Hrs 35 Mins

Issue Category	June Week - 1	June Week - 2	June Week - 3	June Week - 4	June Week - 5
Access, LMP, & Discord Issues	11	4	9	12	2
App Crash/Lag	14	5	17	5	2
Batch schedule not updated	10	14	23	11	5
Books not received	32	23	17	31	6
Content Request	4	2	4	3	1
Do not Disturb	4	7	6	3	0
Doubts & analysis for test series	0	3	9	3	0

Educator Parted ways	3	3	2	4	1
Employee grievance	0	1	0	1	0
Extend / Renew subscription	16	13	12	23	6
Gibberish	6	7	10	3	1
Issue with test series	1	4	10	3	0
Offline centre issues	2	3	3	0	0
Others (Please specify)	10	10	17	13	2
Partner / tie-up with Unacademy	4	13	8	3	1
Payment issues	11	9	11	10	0
Post delivery Queries	4	1	0	1	1
Profile change request	4	2	1	2	1
Referral issues	4	0	2	1	0
Refund and cancellation	14	10	8	51	6
Report inappropriate behavior/content	2	0	1	0	0
Report stolen content	1	25	26	4	0
Result / Rank / Leaderboard concerns	1	3	0	1	0
Reward Issues	4	13	6	9	3
Sign up for new subscription	2	7	7	3	1
Suggestions / feedback for Unacademy	7	1	7	2	0
Teach at Unacademy	4	6	6	6	0
Unable to access content	13	10	16	16	2
Unable to login	10	9	7	8	0
Wrong goal/Subscription purchased	4	4	6	10	0

Below is the category-wise breakdown of the top issues.

- **Books not received** - We received 106 tickets related to the non-receipt of books. A couple of categories included: 24% from NEET UG, 16% from NEET UG, and 24% from UPSC and 19% from CA Foundation and CA Intermediate. The issue was primarily due to some books being out of stock. The timeline for the dispatch of the books has been shared with the learners.
- **Refund and cancellation** - We received 89 tickets related to a refund request. Learners requested for a refund due to personal, financial and health reasons. The issues were addressed as per the refund policy.
- **Extend/renew subscription** - We received 70 tickets regarding subscription extensions not being granted, where learners had not received the bonus extensions as assured. These granted the extensions as per the eligibility criteria and these issues have been resolved.
- **Unable to access content** - We received 57 tickets regarding course and batch access issues, where learners faced difficulties accessing specific courses across multiple goals. These cases have been escalated to the product team for class retrieval and are currently under review by the technical team. In the meantime, we have provided alternative classes to support learners in their preparation.
- **Report stolen content** - We received 56 tickets regarding learners reporting copyright content being distributed on unauthorised platforms. The details were shared with the legal team for due process.

Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	88	00	00
GRIEVANCES RESOLVED	83	00	00
GRIEVANCES UNRESOLVED	05	00	00
TOTAL	88	00	00

Of the overall 901 tickets received, 88 grievance was escalated to the UGRC

- All grievances registered with UGRC were resolved within the stipulated TAT

- Grievances with UGRC have been documented in detail

- Refund and cancellation (24 tickets)
 - Learners raised a query regarding refund and cancellation due to wrong goal purchased, personal/health/financial concerns and sales misselling.
 - We checked and shared the update as per the refund policy.
- Books not received (14 tickets)
 - Learners had an issue with the physical books not delivered & wrong books delivered.
 - We checked and shared the tracking details for all the eligible learners.
- Subscription Extension Issue (13 tickets)
 - Learners raised a query regarding extension not activated.
 - We checked and addressed it accordingly.
- Reward Issues (12 tickets)
 - Learners raised a query regarding the referral & scholarship rewards that were not dispatched.
 - We checked and resolved the issue.
- Unable to access content (07 tickets)
 - Learners raised a query regarding not being able to access content.
 - We checked and addressed it accordingly.
- Others (Please specify) (05 tickets)
 - The queries were gibberish in nature and offline centre refund cases.
 - We checked and addressed the issue accordingly.
- Payment issues (05 tickets)
 - Queries from learners who had not received the refund for the pay in part payment.
 - We checked and addressed the issue accordingly.
- Report a bug (03 tickets)
 - Learners reported issues with accessing the Unacademy app.
 - The tech issue was resolved, and learners can now access the app.

- Unable to login (03 tickets)
 - Query from learners seeking help to login to their accounts.
 - We checked and assisted the learners with the login process.
- Mentor not assigned and Slot unavailability (02 tickets)
 - Query from learner regarding mentor not assigned and slots not available for sessions.
 - Accordingly, we have assigned a mentor as per the learner's request and shared the available slots.

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

*****THANK YOU*****