



# **Unacademy Grievance Redressal Council (UGRC)**

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**UGRC MONTHLY REPORT**  
**July 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.

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## 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

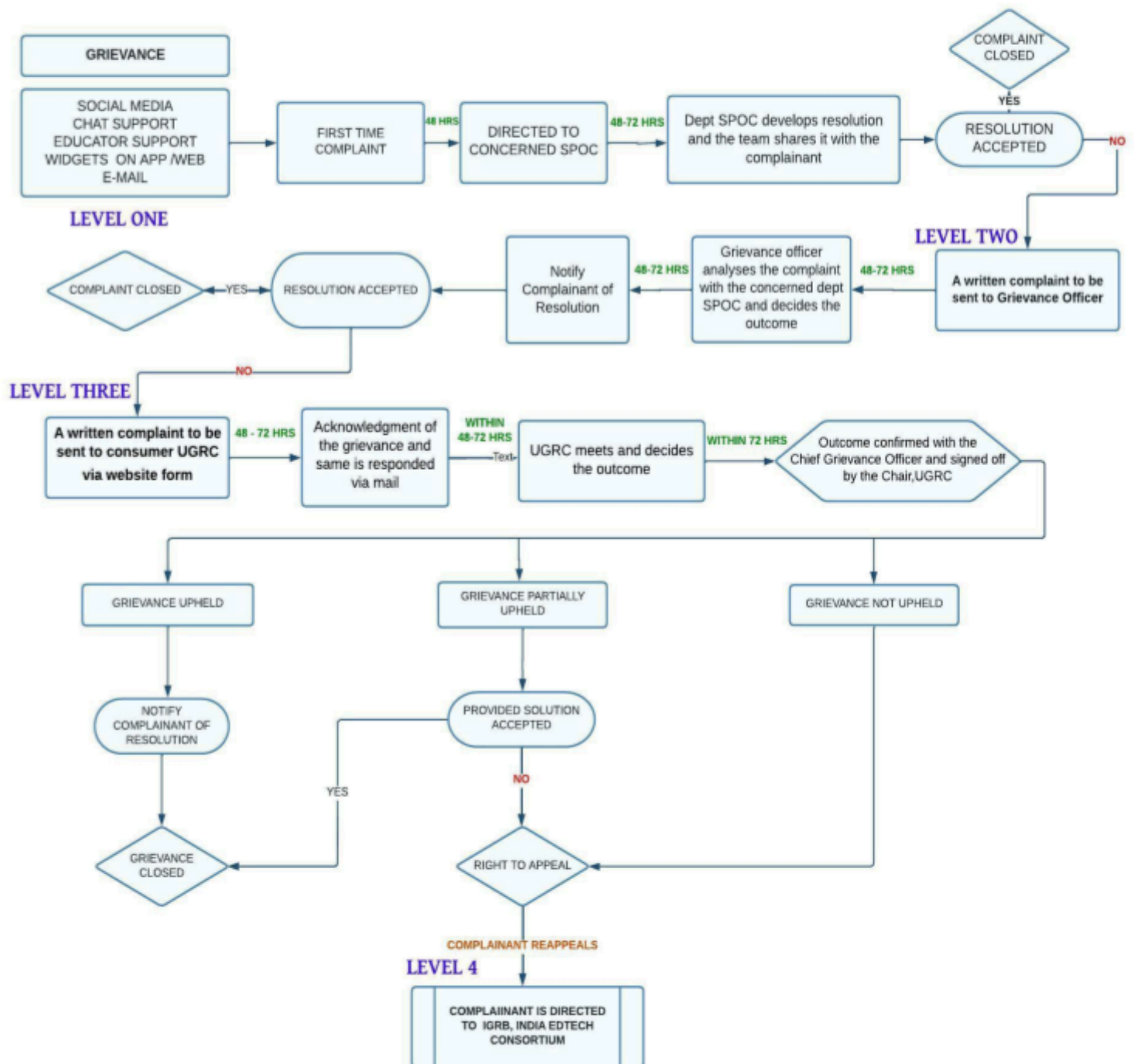
Each complaint is responded to and assigned with a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. Written acknowledgement is sent to the complainant with details of the officer handling the particular case and expected turnaround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

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## 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](mailto: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](mailto: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)

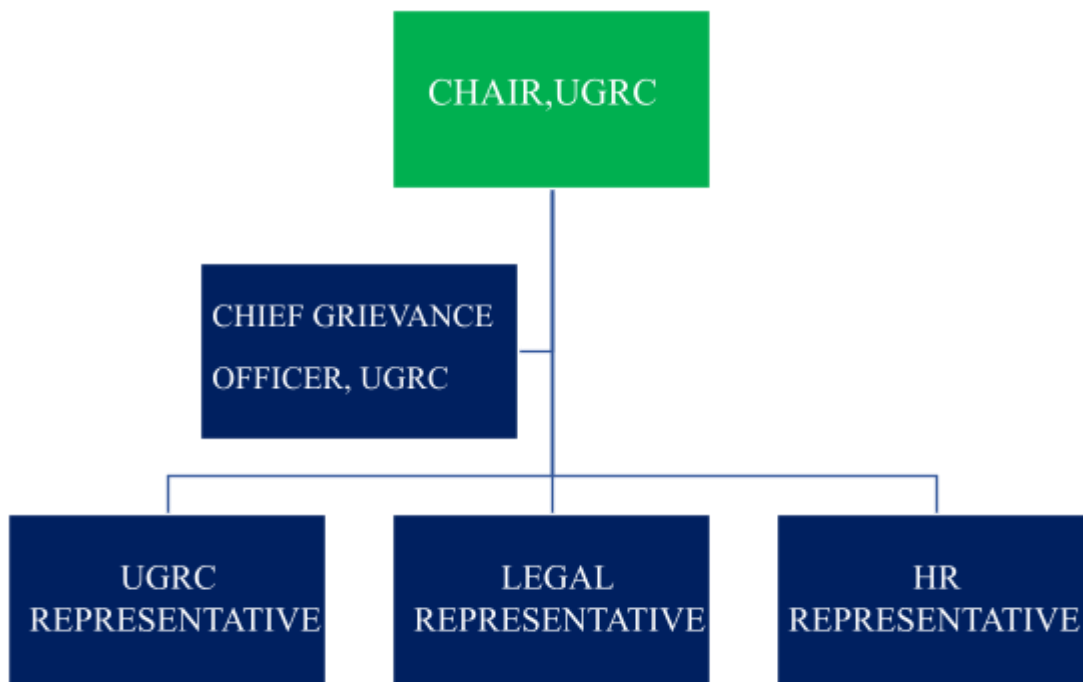
## NOTE

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](mailto:consumergrievance@unacademy.com)

July 2025 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - July 25					
GRIEVANCE TICKET	July Week - 1	July Week - 2	July Week - 3	July Week - 4	July Week - 5
TICKETS CREATED	136	192	179	151	406
TICKETS RESOLVED	135	192	176	145	403
TICKETS UNRESOLVED	01	00	03	05	03
RESOLUTION HOURS	39 Hrs 04 Mins	29 Hrs 32 Mins	07 Hrs 58 Mins	21 Hrs 56 Mins	08 Hrs 41 Mins

Issue Category	July Week - 1	July Week - 2	July Week - 3	July Week - 4	July Week - 5
Access, LMP, & Discord Issues	5	10	8	7	1
App Crash/Lag	12	5	12	9	3
Batch schedule not updated	9	13	11	12	6
Books not received	17	27	19	21	9
Do not Disturb	5	7	9	6	2
Doubts & analysis for test series	0	3	2	1	1
Employee grievance	0	1	0	0	1

Extend / Renew subscription	9	24	16	7	12
Gibberish	2	4	2	2	4
Issue with test series	2	3	1	3	1
Live class chat disabled / banned	2	1	0	3	0
Offline centre issues	4	3	10	4	6
Others (Please specify)	11	13	14	17	4
Partner / tie-up with Unacademy	3	10	8	1	3
Payment issues	3	6	7	4	2
Post delivery Queries	3	0	14	5	0
Profile change request	10	2	2	1	2
Referral issues	2	1	0	0	0
Refund and cancellation	12	15	14	13	10
Report stolen content	3	2	1	16	4
Reward Issues	5	4	10	2	301
Sign up for new subscription	2	3	2	3	5
Suggestions / feedback for Unacademy	1	1	3	5	5
Teach at Unacademy	1	10	2	3	3
Unable to access content	6	15	9	3	15
Unable to login	7	9	3	3	6

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

- **Reward Issues-** We received a total of 322 tickets from learners regarding non-receipt of rewards for various tests conducted under the CAT and UPSC CSE-GS categories. The dispatch timeline for these rewards has already been communicated to the learners. Notably, one learner raised 298 tickets citing delays in reward delivery. The rewards for this case have now been dispatched.
- **Books not received** - We received 101 tickets related to the non-receipt of books. A couple of categories included: 29% from NEET UG, 23% from CA Foundation and CA Intermediate and 20% from UPSC. 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.
- **Extend/renew subscription** - We received 69 tickets related to subscription extensions not being granted, where learners had not received the assured bonus extensions. The extensions have since been granted as per the eligibility criteria, and the issues are now resolved..
- **Refund and cancellation** - We received 64 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.
- **Batch schedule not updated** - We received 53 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.



Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	71	00	00
GRIEVANCES RESOLVED	67	00	00
GRIEVANCES UNRESOLVED	04	00	00
TOTAL	71	00	00

**Of the overall 1064 tickets received, 71 grievances were 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 (17 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 (15 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.
- Reward Issues (12 tickets)
  - Learners raised a query regarding the referral & scholarship rewards that were not dispatched.
  - We checked and resolved the issue.
- Others (Please specify) (12 tickets)
  - The queries were gibberish in nature and offline centre refund cases.
  - We checked and addressed the issue accordingly.
- Unable to access content (09 tickets)
  - Learners raised a query regarding not being able to access content.
  - We checked and addressed it accordingly.
- Batch related issues (04 tickets)
  - Queries from learners regarding batch schedule not updated and educators rescheduling classes.
  - We checked and addressed the issue accordingly.
- Unable to login (01 ticket)
  - 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 (01 ticket)
  - 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\*\*\*\*\*