Unacademy Grievance Redressal Council (UGRC)

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.

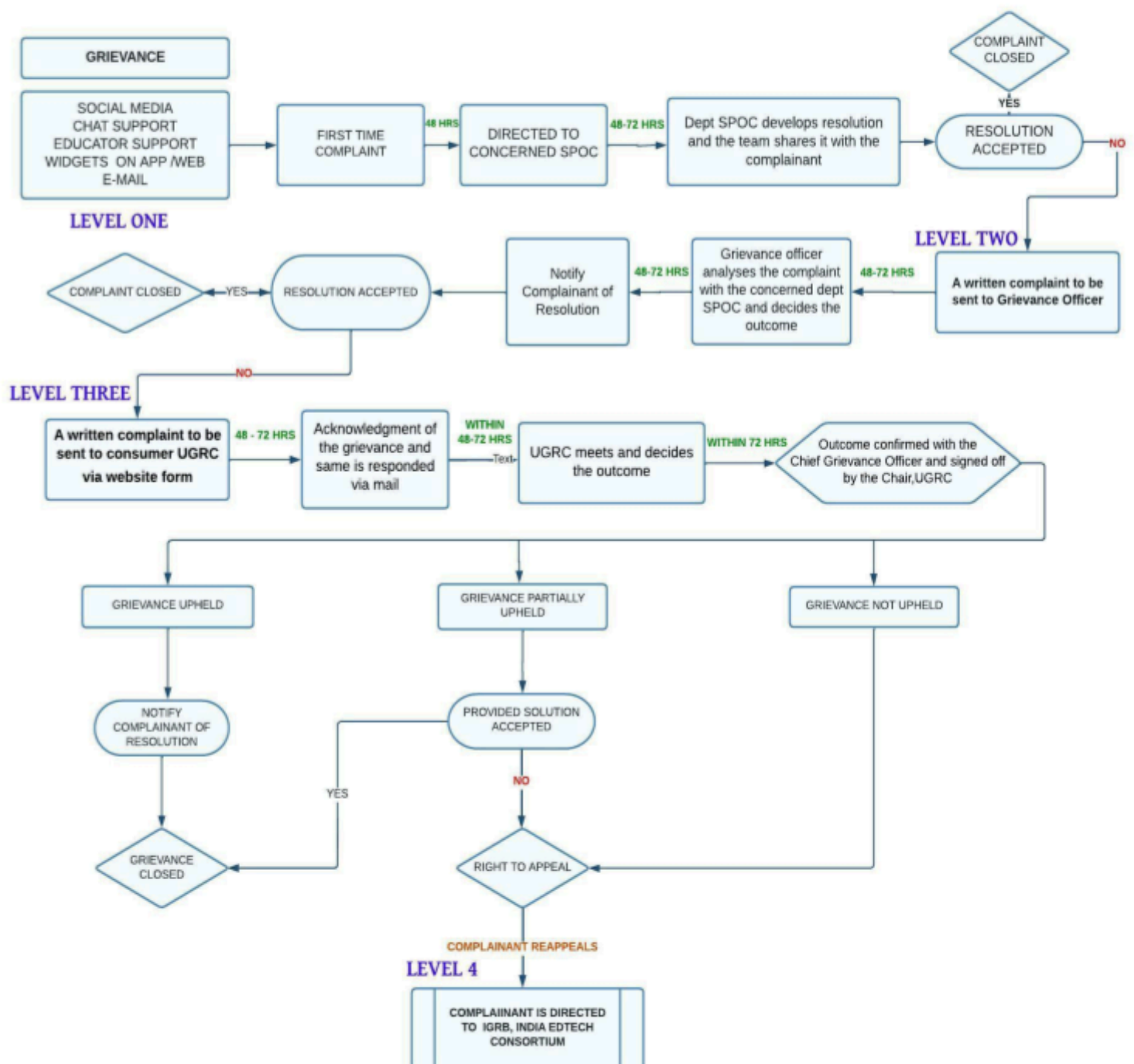## 3 EFFICIENCY & RESPONSIVENESS

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

GRIEVANCE

SOCIAL MEDIA
CHAT SUPPORT
EDUCATOR SUPPORT
WIDGETS ON APP /WEB
E-MAIL

→ FIRST TIME COMPLAINT — **48 HRS** → DIRECTED TO CONCERNED SPOC — **48-72 HRS** → Dept SPOC develops resolution and the team shares it with the complainant → RESOLUTION ACCEPTED

LEVEL ONE

COMPLAINT CLOSED — YES

RESOLUTION ACCEPTED — **NO**

LEVEL TWO

A written complaint to be sent to Grievance Officer ← **48-72 HRS** ← Grievance officer analyses the complaint with the concerned dept SPOC and decides the outcome ← **48-72 HRS** ← Notify Complainant of Resolution → RESOLUTION ACCEPTED

COMPLAINT CLOSED ← YES ← RESOLUTION ACCEPTED

RESOLUTION ACCEPTED — **NO**

LEVEL THREE

A written complaint to be sent to consumer UGRC via website form — **48 - 72 HRS** → Acknowledgment of the grievance and same is responded via mail — Text → **WITHIN 48-72 HRS** — UGRC meets and decides the outcome — **WITHIN 72 HRS** → Outcome confirmed with the Chief Grievance Officer and signed off by the Chair, UGRC

GRIEVANCE UPHELD

GRIEVANCE PARTIALLY UPHELD

GRIEVANCE NOT UPHELD

NOTIFY COMPLAINANT OF RESOLUTION

PROVIDED SOLUTION ACCEPTED

YES

GRIEVANCE CLOSED ←

PROVIDED SOLUTION ACCEPTED — **NO** → RIGHT TO APPEAL ← GRIEVANCE NOT UPHELD

COMPLAINANT REAPPEALS

LEVEL 4

COMPLAIINANT IS DIRECTED TO IGRB, INDIA EDTECH CONSORTIUM

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
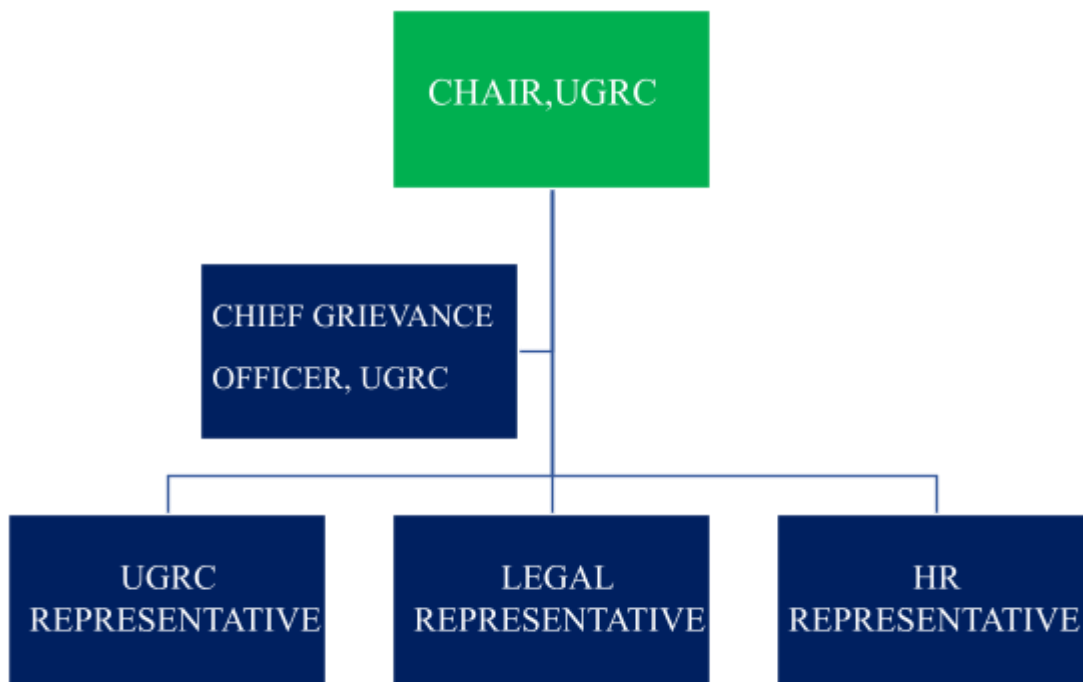
CHAIRMAN, UGRC

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

August 2025 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - August 25					
GRIEVANCE TICKET	August Week - 1	August Week - 2	August Week - 3	August Week - 4	August Week - 5
TICKETS CREATED	39	146	167	174	170
TICKETS RESOLVED	39	145	163	173	155
TICKETS UNRESOLVED	00	01	04	01	00
RESOLUTION HOURS	05 Hrs 33 Mins	05 Hrs 13 Mins	19 Hrs 51 Mins	14 Hrs 54 Mins	16 Hrs 38 Mins

Issue Category	August Week - 1	August Week - 2	August Week - 3	August Week - 4	August Week - 5
Access, LMP, & Discord Issues	7	7	3	2	5
App Crash/Lag	0	1	1	9	8
Batch schedule not updated	3	32	16	11	8
Books not received	1	9	15	25	35
Do not Disturb	1	3	2	2	6
Doubts & analysis for test series	0	5	2	2	5

Educators rescheduling/Not conducting classes	1	7	7	3	0
Employee grievance	0	1	1	0	0
Extend / Renew subscription	3	6	12	6	9
Gibberish	0	3	12	5	5
Live class chat disabled / banned	0	0	2	1	0
Offline centre issues	2	4	11	7	8
Others (Please specify)	5	11	19	12	10
Partner / tie-up with Unacademy	1	1	2	6	3
Payment issues	1	1	3	2	2
Profile change request	0	1	2	2	5
Referral issues	0	3	0	3	1
Refund and cancellation	3	23	20	11	19
Report stolen content	2	5	4	31	13
Reward Issues	1	2	9	7	1
Sign up for new subscription	1	2	2	3	4
Suggestions / feedback for Unacademy	0	1	4	3	3
Teach at Unacademy	1	7	3	1	2
Unable to access content	5	7	8	16	13
Unable to login	1	4	7	4	5

Below is the category-wise breakdown of the top issues.
- **Books not received -** We received 85 tickets related to the non-receipt of books. A couple of categories included: 53% from UPSC and 23% 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 76 tickets related to a refund request. Learners requested for a refund due to goal closure, sales misselling and personal, financial and health reasons. The issues were addressed as per the refund policy.
- **Batch schedule not updated** - We received 70 tickets regarding upcoming courses not scheduled in batches for specific courses across different categories like NEET-UG and IIT-JAM. The course schedules and batch brochures have been updated and shared with the learners.
- **Report stolen content**- We received 55 tickets related to Unacademy copyright content being infringed and distributed on third party apps. The details were highlighted to the legal team for further review and action.
- **Unable to access content**- We received 49 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	49	00	00
GRIEVANCES RESOLVED	46	00	00
GRIEVANCES UNRESOLVED	03	00	00
TOTAL	49	00	00

Of the overall 696 tickets received, 49 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 (18 tickets)
  - Learners raised a query regarding refund and cancellation due to goal closure, personal/health/financial concerns, educator exit and sales misselling.
  - We checked and shared the update as per the refund policy.
- Others (Please specify) (09 tickets)
  - The queries were gibberish in nature and offline centre refund cases.
  - We checked and addressed the issue accordingly.
- Reward Issues (06 tickets)
  - Learners raised a query regarding the referral & scholarship rewards that were not dispatched.
  - We checked and resolved the issue.
- Unable to access content (06 tickets)
  - Learners raised a query regarding not being able to access content.
  - We checked and addressed it accordingly.
- Books not received (04 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.
- Batch related issues (02 tickets)
  - Queries from learners regarding batch schedule not updated.
  - We checked and addressed the issue accordingly.
- Subscription extension issue (02 ticket)
  - Query from learner regarding the assured extension not added.
  - We checked and assisted the learner with the extension as per eligibility.
- Referral reward issue (01 ticket)
  - Query from a learner regarding the voucher not received for the referral.
  - We checked and assisted the learner with the eligibility and timeline as per policy.
- Payment issues (01 ticket)
  - Query from learner regarding how no cost EMI works.
  - We assisted the learner with the details of the same.

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

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