



Unacademy Grievance Redressal Council (UGRC)

UGRC MONTHLY REPORT
November 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

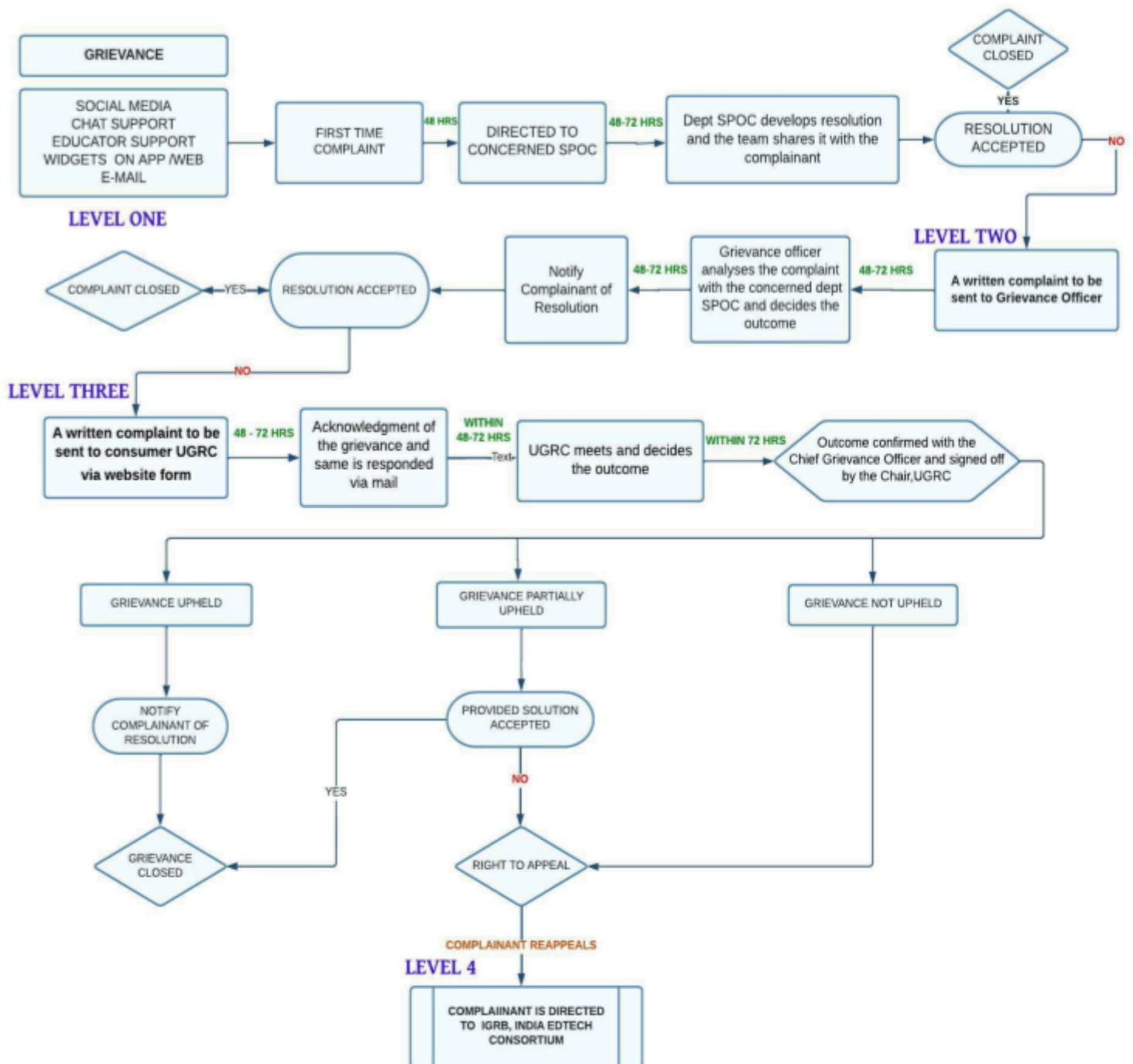
Each complaint is responded to and assigned with a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. Written acknowledgement is sent to the complainant with details of the officer handling the particular case and expected turnaround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

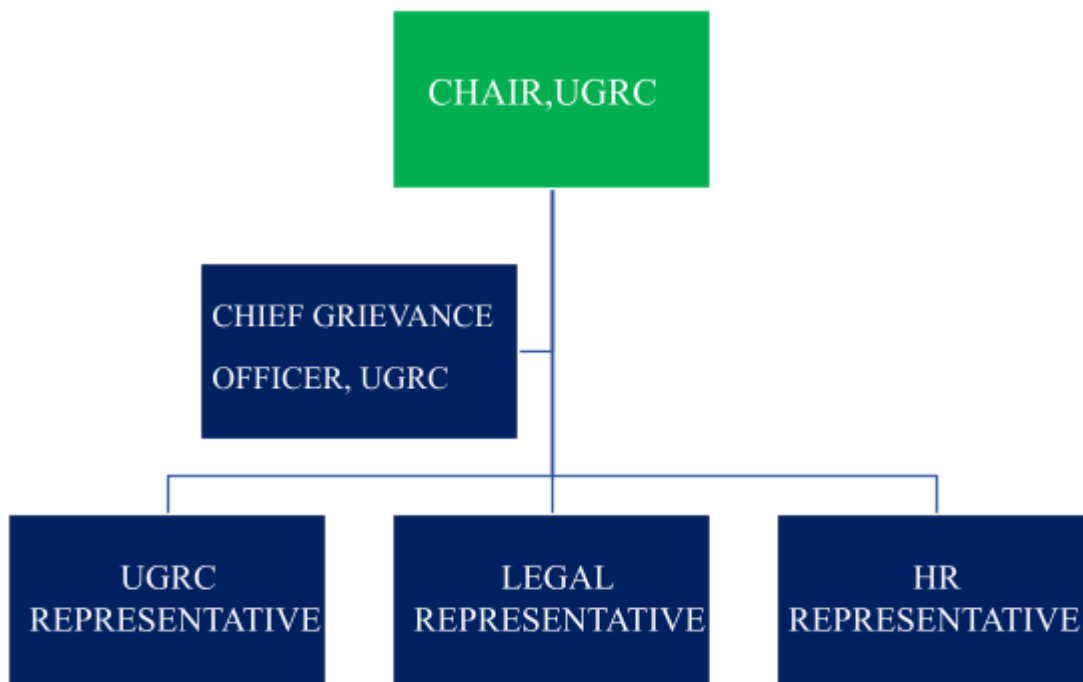
NOTE

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

November 2025 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - November 25					
GRIEVANCE TICKET	November Week - 1	November Week - 2	November Week - 3	November Week - 4	November Week - 5
TICKETS CREATED	23	113	83	118	79
TICKETS RESOLVED	23	112	83	116	77
TICKETS UNRESOLVED	00	01	00	02	02
RESOLUTION HOURS	9 Hrs 44 Mins	7 Hrs 11 Mins	25 Hrs 42 Mins	23 Hrs 25 Mins	20 Hrs 23 Mins

Issue Category	November Week - 1	November Week - 2	November Week - 3	November Week - 4	November Week - 5
Access, LMP, & Discord Issues	0	3	4	1	2
App Crash/Lag	1	1	2	0	5
Batch schedule not updated	2	9	5	7	4
Books not received	1	10	8	4	10
Content request	0	1	3	1	0
Do not Disturb	0	7	6	5	4

Employee grievance	0	1	1	0	0
Extend / Renew subscription	0	3	5	7	1
Gibberish	0	2	0	1	3
Offline centre issues	6	24	17	22	14
Others (Please specify)	0	4	2	1	5
Partner / tie-up with Unacademy	0	5	3	5	1
Payment issues	0	1	0	5	0
Profile change request	0	0	2	1	1
Referral issues	0	3	1	0	1
Refund and cancellation	3	14	9	26	10
Report stolen content	4	2	0	13	3
Reward Issues	4	3	0	4	4
Sign up for new subscription	0	2	0	1	0
Teach at Unacademy	0	1	0	0	0
Unable to access content	1	15	11	14	8
Unable to login	0	2	4	0	3

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

- **Offline centre issues-** We received 83 tickets related to offline centre issues. Learners requested for a refund, highlighted issues regarding centre infrastructure, staff co-operation, quality of educators and study material. The issues were addressed as per the centre policy.
- **Refund and cancellation** - We received 62 tickets related to a refund request. Learners requested a refund due to goal closure, sales misselling, and personal, financial, and health reasons. The issues were addressed as per the refund policy.
- **Unable to access content-** We received 50 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.
- **Books not received** - We received 33 tickets related to the non-receipt of books. A couple of categories included: 30% from UPSC, 21% from GATE and 21% 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.
- **Batch schedule not updated-** We received 27 tickets related to the batch schedule not updated. The schedule was updated and details were shared with the learners.

Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	43	00	00
GRIEVANCES RESOLVED	39	00	00
GRIEVANCES UNRESOLVED	04	00	00
TOTAL	43	00	00

Of the overall 416 tickets received, 43 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 (22 tickets)
 - Learners raised a query regarding refund and cancellation due to goal closure, personal/health/financial concerns, educator exit, and sales misrepresentation.
 - We checked and shared the update as per the refund policy.
- Unable to access content (06 tickets)
 - Learners raised a query regarding not being able to access content.
 - We checked and addressed it accordingly.
- Others (Please specify) (06 tickets)
 - The queries were gibberish in nature, and offline centre refund cases.
 - We checked and addressed the issue accordingly.
- Books not received (05 tickets)
 - Learners had an issue with the physical books not being delivered & wrong books being delivered.
 - We checked and shared the tracking details for all the eligible learners.
- Tests & Reports (02 tickets)
 - Learners raised concerns regarding their test ranks or rewards.
 - We reviewed the cases and addressed them accordingly.
- Unable to login (01 ticket)
 - Query from learners regarding not being able to login.
 - We checked and assisted the learner by logging into the account.
- Do not Disturb (01 ticket)
 - Query from learner to unsubscribe from call communications.
 - We checked and assisted the learner with the DND enablement.

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

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