

Unacademy Grievance Redressal Council (UGRC)

UGRC MONTHLY REPORT
August 2026

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

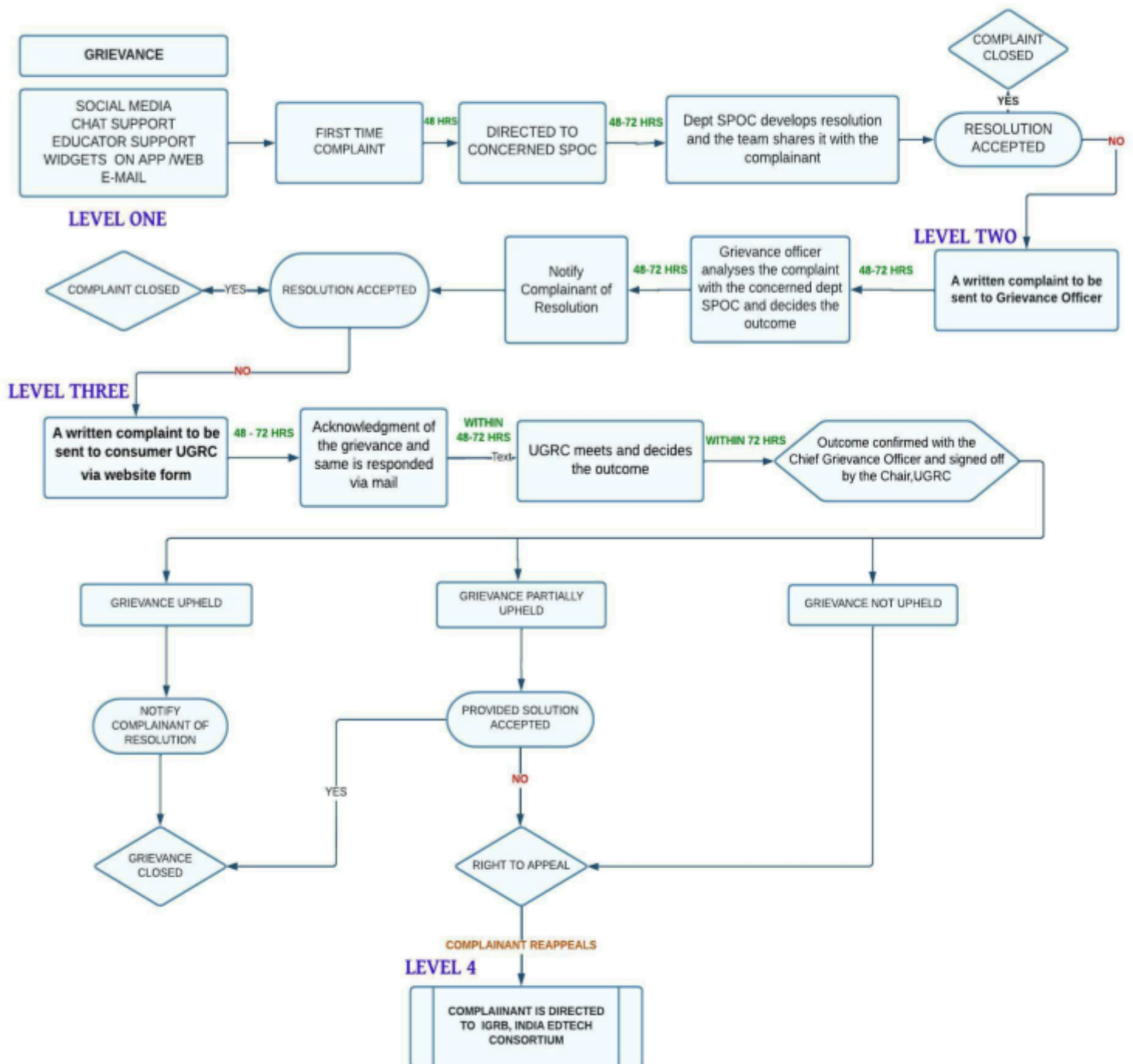
Each complaint is responded to and assigned with a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. Written acknowledgement is sent to the complainant with details of the officer handling the particular case and expected turnaround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

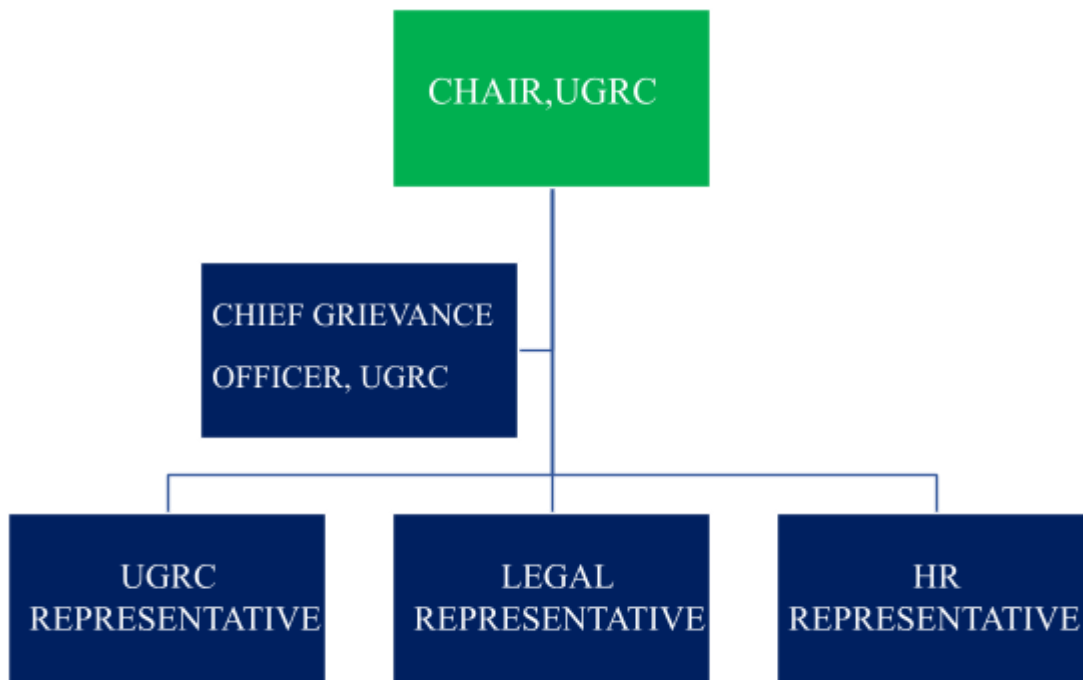
NOTE

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. Altaf Hussain
Associate Director, Customer Success
Email: consumergrievance@unacademy.com

August 2026 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - August'26						
GRIEVANCE TICKET	August Week - 1	August Week - 2	August Week - 3	August Week - 4	August Week - 5	August Week - 6
TICKETS CREATED	29	113	143	105	95	16
TICKETS RESOLVED	29	112	141	104	92	13
TICKETS UNRESOLVED	00	01	02	01	03	03
RESOLUTION HOURS	10 Hrs 24 Mins	19 Hrs 35 Mins	16 Hrs 08 Mins	17 Hrs 28 Mins	20 Hrs 47 Mins	25 Hrs 28 Mins

Issue Category	August Week - 1	August Week - 2	August Week - 3	August Week - 4	August Week - 5	August Week - 6
App and Technology	0	2	4	4	2	1
Courses & Educators	3	9	13	10	16	3
Code Used while taking a subscription	0	4	3	0	2	0

Do not Disturb	0	5	10	13	9	0
Employee grievance	0	0	4	11	4	0
Live class chat disabled / banned	0	2	0	0	0	0
Mentor Not Assigned	2	3	1	0	0	0
Others (Please specify)	2	16	29	18	27	3
Partner / tie-up with Unacademy	0	0	1	2	0	0
Payment issues	0	6	3	0	0	1
Profile change request	0	0	2	0	0	1
Report stolen content	0	9	2	0	1	0
Result / Rank / Leaderboard concerns	0	2	1	0	0	0
Refund and cancellation	13	15	19	14	7	3
Physical books issues	3	13	18	9	5	2
Sales Call back	0	1	0	0	1	0
Subscription Extension Issue	0	4	5	4	5	0
Suggestions / feedback for Unacademy	2	2	2	1	0	0
Technical issue	3	9	17	12	4	2
Unable to login	1	3	1	1	0	0
Unable to understand content/Not liking the Content	0	5	4	5	6	0
Unhappy with Assigned Mentor	0	2	2	0	3	0
Voucher not received	0	1	2	1	3	0

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

- **Offline centre issues-** We received 95 tickets related to offline centre issues and gibberish. 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 71 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.
- **Courses & Educators** - We received 54 tickets related to content and batch-related issues, including educators not being available, batch schedules not being updated, classes not being scheduled, and frequent educator rescheduling. These concerns are being reviewed with the Business Team to ensure the issues are addressed and resolved at the earliest, helping learners continue their preparation without disruption.
- **Books not received** - We received 50 tickets related to the non-receipt of books. Among these, 42% from CA Goal, 22% were from UPSC, and 10% from NEET UG. The primary reasons were UPSC learners not providing their preferred language and books being returned due to RTO cases. For RTO cases, we collect the updated address from the learner and re-dispatch the books accordingly.
- **Technical issue** - We received 47 tickets related to technical issues, including archived classes, login issues, content access, iPad-related issues, and test series concerns. These cases are being reviewed and resolved case by case to ensure timely support to learners.

Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	13	00	00
GRIEVANCES RESOLVED	13	00	00
GRIEVANCES UNRESOLVED	00	00	00
TOTAL	13	00	00

Of the overall 501 tickets received, 13 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 (7 tickets)
 - Learners raised a query regarding refund and cancellation due to misselling, goal closure, dissatisfaction with the course quality and personal reasons.
 - We checked and shared the update as per the refund policy.
- Books not received (02 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.
- Batch-related issues (02 ticket)
 - Queries from learners regarding the batch schedule are not updated, rescheduling of classes and batch syllabus.
 - We checked and addressed the issue accordingly.
- General Query (Gibberish) (01 ticket)
 - The query was gibberish in nature.
 - Additional information was requested by the team.
- Iconic Issue (01 ticket)
 - The learner reached out regarding the mentor not assigned/mentor change request.
 - We checked and added the mentor to the learner.

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

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