

Unacademy Grievance Redressal Council (UGRC)

UGRC MONTHLY REPORT
July 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

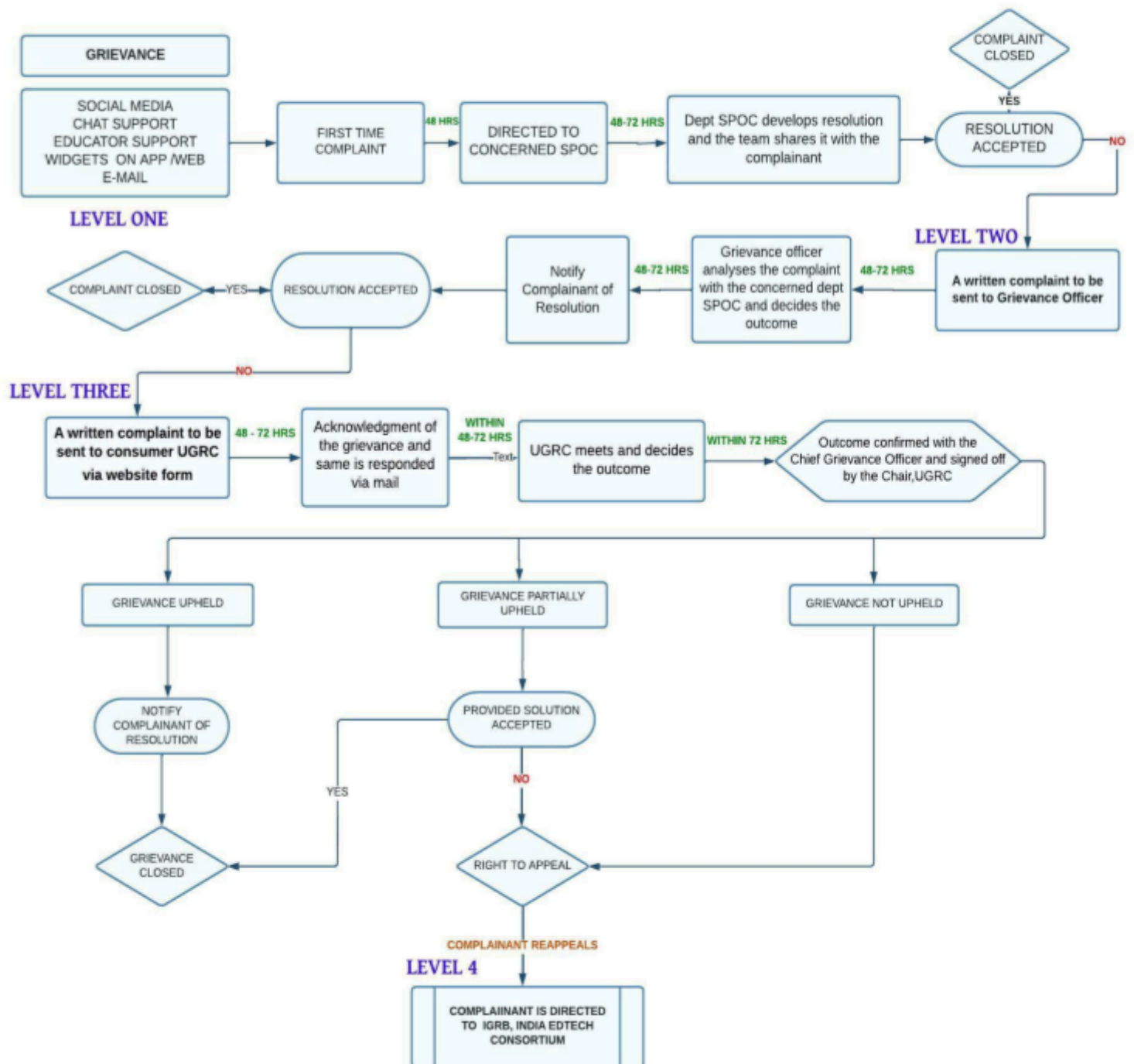
Each complaint is responded to and assigned with a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. Written acknowledgement is sent to the complainant with details of the officer handling the particular case and expected turnaround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

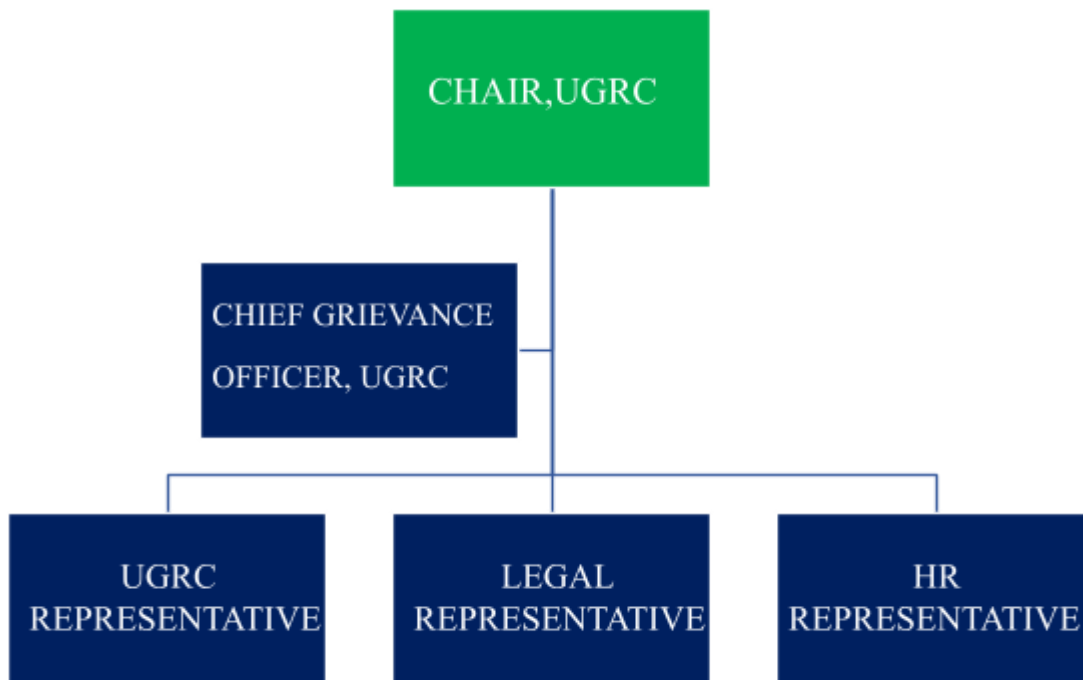
NOTE

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

July 2026 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - July 26					
GRIEVANCE TICKET	July Week - 1	July Week - 2	July Week - 3	July Week - 4	July Week - 5
TICKETS CREATED	82	110	142	123	73
TICKETS RESOLVED	82	110	142	123	73
TICKETS UNRESOLVED	00	00	00	00	00
RESOLUTION HOURS	34 Hrs 27 Mins	26 Hrs 10 Mins	25 Hrs 16 Mins	23 Hrs 07 Mins	6 Hrs 55 Mins

Issue Category	July Week - 1	July Week - 2	July Week - 3	July Week - 4	July Week - 5
Access, LMP, & Discord Issues	2	1	2	1	2
Batch schedule not updated	5	5	9	4	3
Books not received	6	11	12	9	4
Do not Disturb	4	4	11	9	7
Educators rescheduling/not conducting classes	2	0	3	0	0

Employee grievance	1	2	2	1	2
Extend / Renew subscription	8	10	3	3	6
Gibberish	2	5	6	3	2
Live class chat disabled / banned	4	1	1	1	0
Mentor Change Requests	1	3	2	1	0
Others (Please specify)	2	3	4	1	2
Offline centre issues	9	12	15	14	9
Partner / tie-up with Unacademy	0	1	2	1	0
Payment issues	3	4	6	4	2
Profile change request	3	0	1	0	1
Referral issues	1	0	1	1	0
Refund and cancellation	18	27	28	40	14
Report a bug	0	0	2	0	1
Report inappropriate behavior / content	1	1	0	2	3
Test/Reward Issues	1	9	8	5	11
Technical issues	3	3	6	9	0
Suggestions/feedback for Unacademy	1	3	2	6	0
Unable to access content	4	4	14	6	4
Unable to login	1	1	2	2	0

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

- **Refund and cancellation** - We received 127 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.
- **Offline centre issues**- We received 59 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.
- **Books not received** - We received 42 tickets related to the non-receipt of books. Among these, 28% were from UPSC & NEET UG, 16% from CA Goal, and 10% from GATE. 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.
- **Do not Disturb** - We received 35 tickets related to DND requests, where learners requested either to enable DND or delete their accounts. These requests were reviewed and addressed as per the applicable policy, and DND was enabled accordingly.
- **Test/Reward Issues** - We received 34 tickets related to test access and rewards. Learners facing issues accessing tests were assisted with troubleshooting steps, and rewards were dispatched to eligible learners accordingly.

Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	18	00	00
GRIEVANCES RESOLVED	18	00	00
GRIEVANCES UNRESOLVED	00	00	00
TOTAL	18	00	00

Of the overall 530 tickets received, 18 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 (8 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.
- Technical issues (04 tickets)
 - Learners raised a query regarding audio/video issues.
 - We checked and resolved the issue.
- Others (02 tickets)
 - Learners raised queries regarding offline centre refunds
 - We checked and addressed the issues accordingly.
- Books not received (01 ticket)
 - 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.
- Live class chat disabled/banned (01 ticket)
 - Learners have requested to be unbanned from the chat option in live classes.
 - We checked and addressed the queries as per the policy.
- Batch-related issues (01 ticket)
 - Queries from learners regarding the batch schedule are not updated, rescheduling of classes and batch syllabus.
 - We checked and addressed the issue accordingly.
- Request for more tests (01 ticket)
 - Learners raised a query requesting for more tests.
 - We checked and resolved the issue.

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

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