

Unacademy Grievance Redressal Council (UGRC)

UGRC MONTHLY REPORT
September 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.

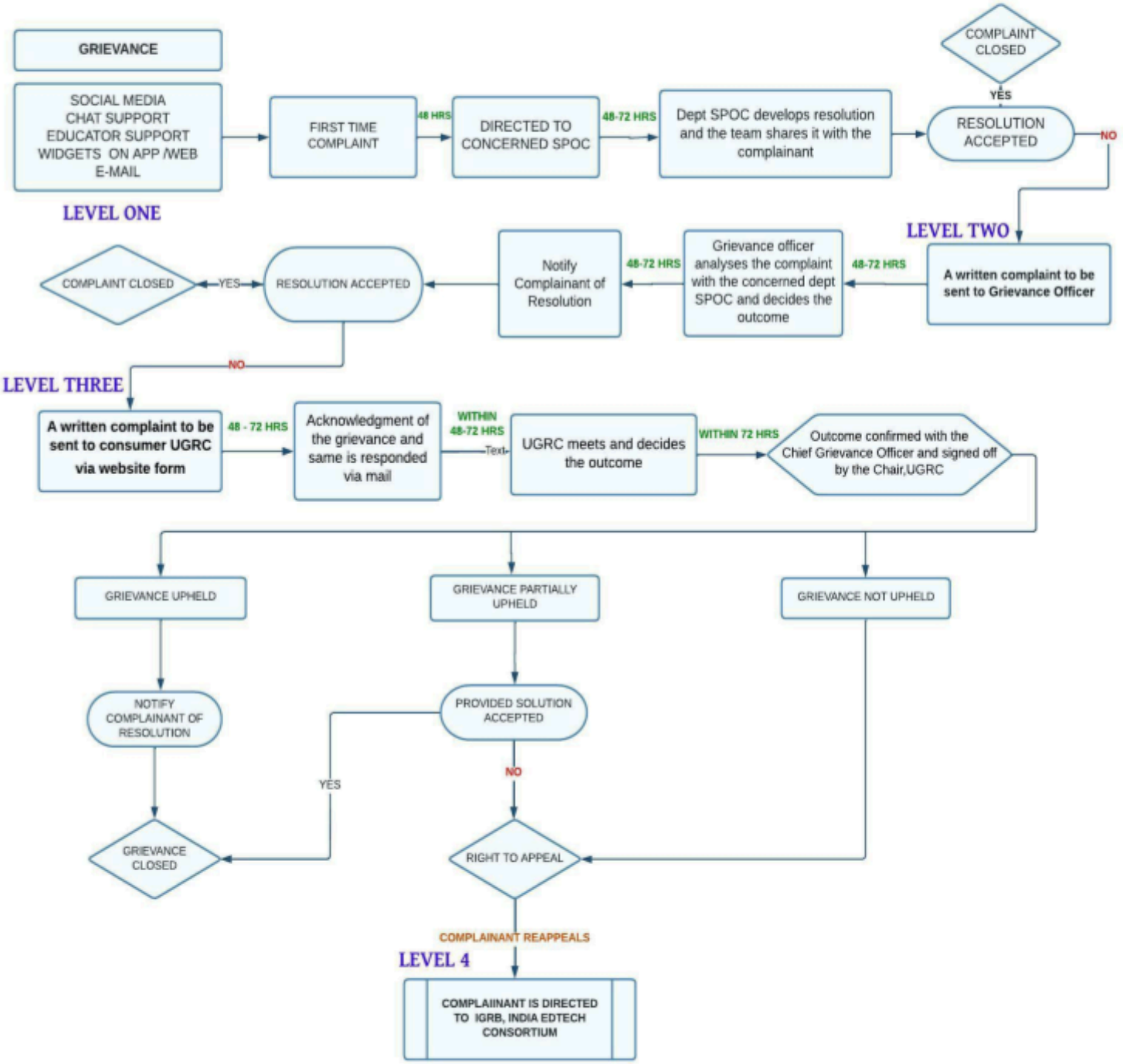
3 EFFICIENCY & RESPONSIVENESS

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


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
YES
COMPLAINT CLOSED
NO
LEVEL ONE
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
YES
COMPLAINT CLOSED
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
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
NO
GRIEVANCE CLOSED
RIGHT TO APPEAL
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)

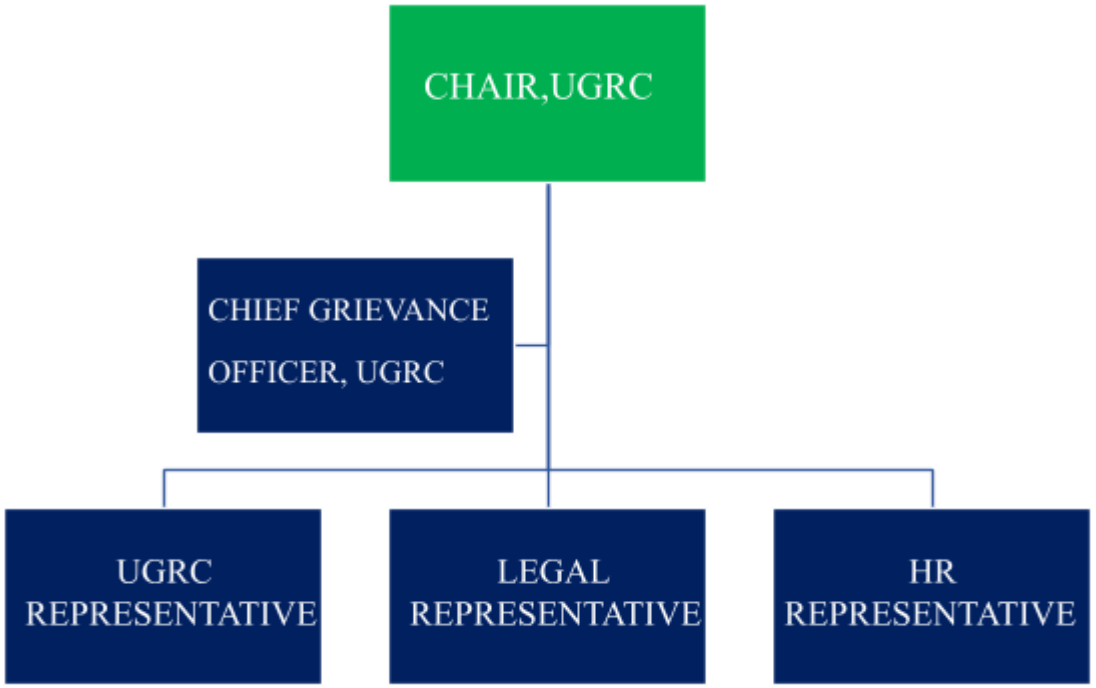
NOTE

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

September 2026 UGRC Report

COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - September'26					
GRIEVANCE TICKET	September Week - 1	September Week - 2	September Week - 3	September Week - 4	September Week - 5
TICKETS CREATED	94	137	107	92	39
TICKETS RESOLVED	94	137	103	90	35
TICKETS UNRESOLVED	00	00	04	02	04
RESOLUTION HOURS	15 Hrs 01 Mins	18 Hrs 45 Mins	23 Hrs 52 Mins	14 Hrs 26 Mins	08 Hrs 58 Mins

Issue Category	September Week - 1	September Week - 2	September Week - 3	September Week - 4	September Week - 5
Batch schedule not updated	2	0	5	2	0
BDE Miss-selling	9	8	4	5	1
Books not received	8	5	7	10	2

Can't find my educator on Unacademy	5	4	1	7	0
Code Used while taking a subscription	2	3	0	2	0
Content Request	4	3	6	3	1
Do not Disturb	3	8	6	4	6
Educator Query	0	1	1	0	0
Educators rescheduling/Not conducting classes	2	1	7	2	1
Employee grievance	2	1	1	1	0
Gibberish	0	1	3	3	1
Mentor Not Assigned	0	2	1	0	0
Others	2	19	23	9	5
Partner / tie-up with Unacademy	2	1	5	2	1
Payment issues	0	0	4	1	2
Profile change request	0	8	0	1	1
Refund and cancellation	20	31	9	9	13
Report a bug	0	2	1	1	0
Report inappropriate behavior / content	0	2	0	1	0
Subscription Extension Issue	7	14	7	4	2
Take practice quiz/test	7	8	2	4	0
Technical Issue	7	4	8	7	0
Unable to access content	7	7	4	12	3
Unable to login	3	0	1	1	0
Wrong goal/Subscription purchased	2	4	1	1	0

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

- **Refund and cancellation** - We received 82 tickets related to refund requests, with learners citing goal closure, sales misselling, and personal, financial, and health-related reasons. All cases were reviewed and addressed in accordance with the applicable refund policy.
- **Offline centre issues & Others -** We received 58 tickets related to offline centre issues and gibberish complaints. Learners requested refunds and raised concerns regarding centre infrastructure, staff cooperation, educator quality, and study materials. All cases were reviewed and addressed in accordance with the applicable centre policies.
- **Subscription Extension Issue -** We received 34 tickets related to subscription extension issues, including missing bonus subscriptions, Assure extensions, and Sales BDE-promised extensions. The cases were validated, and extensions were granted to eligible learners based on the applicable criteria.
- **Unable to access content -** We received 33 tickets from learners who were unable to access content due to technical issues. The issues were validated and resolved to restore access to the content.
- **Books not received -** We received 32 tickets related to the non-receipt of books. Of these, 39% were from CA Goal, 24% from UPSC, and 10% from NEET UG, GATE, and CAT combined. The primary reasons included CA and UPSC learners not specifying their preferred language and books being returned due to RTO (Return to Origin) cases. For RTO cases, we collect the updated address from the learner and arrange for the books to be re-dispatched accordingly.

Grievance Escalated to the UGRC by	LEARNERS	EDUCATORS	OTHER STAKEHOLDERS
GRIEVANCES RAISED	28	00	00
GRIEVANCES RESOLVED	28	00	00
GRIEVANCES UNRESOLVED	00	00	00
TOTAL	28	00	00

Of the overall 469 tickets received, 28 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 (07 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 (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.
- Subscription Extension Issue (05 tickets)
  - Learners raised queries regarding extensions that were not activated, including Assure extensions, BDE-promised extensions, and offer-based extensions.
  - We verified all extension requests and granted extensions to eligible learners.
- Technical issues (04 tickets)
  - Learners raised a query regarding audio/video/buffering issues.
  - We checked and resolved the issue.
- Others (Gibberish) (04 tickets)
  - The tickets were related to gibberish queries, offline centre issues, and employee grievances.
  - The team requested additional information wherever required, and offline centre cases were reviewed and addressed on a case-by-case basis.
- Batch-related issues (03 tickets)
  - Queries from learners regarding the batch schedule are not updated, rescheduling of classes and batch syllabus.
  - We checked and addressed the issue accordingly.

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

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