JULY 2022
Report

UGRC
(Unacademy Grievance Redressal Council)
MONTHLY REPORT
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 of India’s advisories and guidelines. Further, it also includes non-customers in its scope.

“
To create robust systems and processes to ensure effective and timely solutions to grievances with an impartial approach to set higher benchmarks towards effective stakeholder engagement.
“
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.

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.

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.
**LEVEL 1**

- Social Media
- Chat Support
- Educator Support
- Widgets On App/Web
- E-Mail

**First Time Complaint**

- Directed To Concerned SPOC

  - 48 HRS

**LEVEL 2**

- A Written Complaint To Be Sent To Grievance Officer

  - 48-72 HRS

**LEVEL 3**

- Grievance Officer Analyzes The Complaint With The Concerned Dept SPOC And Decides The Outcome

  - 48-72 HRS

- Acknowledgment Of The Grievance And Same Is Responded Via Mail

  - 48-72 HRS

**LEVEL 4**

- Outcome Confirmed With The Chief Grievance Officer And Signed Off By The Chair, UGRC

  - WITHIN 72 HRS

- UGRC Meets And Decides The Outcome

  - 5-7 Working Days

**LEVEL 4**

- Grievance Upheld

  - Notify Complainant Of Resolution

- Grievance Partially Upheld

  - Provided Solution Accepted

- Grievance Not Upheld

  - Right To Appeal

**LEVEL 4**

- Complainant Is Directed To 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
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.

NOTE

LEVELS OF GRIEVANCE

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 complainant may choose to refer the matter to Level 2.

Email ID: help@unacademy.com

LEVEL 2

Written Grievance 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 complainant may choose to refer the matter to Level 3.

Email ID: consumergrievance@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 Website form.

LEVEL 4

If your issue remains unresolved after approaching Level 1/Level 2/Level 3, you may choose to refer the matter to the IGRB, an independent grievance redressal body set up under the India Edtech Consortium. (www.indiatech.in)

Email ID: consumergrievance@unacademy.com

Email ID: help@unacademy.com
**STRUCTURE & KEY PEOPLE**

**Chair, UGRC**

**Chief Grievance Officer, UGRC**

- **UGRC Representative**
- **Legal Representative**
- **HR Representative**

**CHAIR, UGRC**

**Prof. Rajan Saxena**

Ex NMIMS Vice Chancellor, Ex Director IIM Indore | SPJIMR | IBS G, Author, External Member, UGRC

**CHIEF GRIEVANCE OFFICER, UGRC**

**Mr. Abhyudaya Rana**

Associate Vice President, Product Operations
Email: consumergrievance@unacademy.com
## JULY 2022 UGRC REPORT

### COMPREHENSIVE CONSUMER GRIEVANCE STATISTICS - JULY 22

<table>
<thead>
<tr>
<th>GRIEVANCE TICKET</th>
<th>JULY 2022</th>
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<tbody>
<tr>
<td>Tickets Created</td>
<td>43</td>
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<tr>
<td>Tickets Resolved</td>
<td>41</td>
</tr>
<tr>
<td>Tickets Unresolved</td>
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<tr>
<td>Resolution Hours</td>
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<table>
<thead>
<tr>
<th>ROW LABELS</th>
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</tr>
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<tbody>
<tr>
<td>Gibberish</td>
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<tr>
<td>Payments &amp; Refunds Related</td>
<td>6</td>
</tr>
<tr>
<td>Promotions &amp; Collaboration</td>
<td>6</td>
</tr>
<tr>
<td>Report Stolen Content</td>
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<tr>
<td>Unable to Access Content</td>
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<tr>
<td>Suggestions - Product Request</td>
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<tr>
<td>Physical Notes</td>
<td>2</td>
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<tr>
<td>Unable to Login</td>
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<tr>
<td>Account Deletion Request</td>
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<tr>
<td>Test Prizes Related</td>
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<tr>
<td>Employee Grievance</td>
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<td>Content Request</td>
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<td>Sales Lead</td>
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<td>Grievance Escalated to the UGRC by</td>
<td>LEARNERS</td>
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<tr>
<td>Grievances Raised</td>
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<tr>
<td>Grievances Resolved</td>
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<td>TOTAL</td>
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</tbody>
</table>

**Key Highlights**

- All five grievances registered with UGRC were resolved within the stipulated TAT
- Grievances with UGRC are documented in detail
- The two unresolved cases were raised on July 28 and 31, both grievances are being followed through in accordance with the process

**Payments & Refunds Related (6 tickets):**
Three refund-related tickets were raised, all of which were addressed as per organisation's norms and standards. Learners' concerns were addressed and solutions provided.

Two learners who had not received their refund raised tickets, and one was related to the closing of the USMLE goal.

A learner whose payment had failed reached out to us. As per the process, the learner was advised that they would receive the amount at their payment source in 3-5 business days.

**Promotions & Collaborations (6 tickets):**
We were unable to accept all collaboration and promotion requests after due process was completed.
THANK YOU