

Google Play complaint report

Duolingo: Learn Languages · Duolingo · current version Varies with device

Generated 2026-10-19 from the 500 most recent public Google Play reviews across 7 review languages (2026-10-16 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.43
Reviews with a complaint	49 (10%)
Review languages	EN 83, DE 83, FR 83, ES 83, PT 83, IT 83, PL 2
All-time Google Play rating (US)	4.75 from 51,112,206 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	24	2.1	6.101.2 (18), ? (3), 6.99.5 (2)
Feature requests	15	2.0	6.101.2 (12), 6.98.4 (1), ? (1)
Pricing / subscription	15	2.0	6.101.2 (11), 2.0.2 (1), 6.100.3 (1)
UX / design	8	2.1	6.101.2 (6), ? (2)
Ads	8	2.1	6.101.2 (6), 6.62.5 (1), 6.100.3 (1)
Performance	4	2.1	6.101.2 (3), 5.141.12 (1)
Crashes / freezes	2	2.5	6.101.2 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.101.2	408	4.5	9%
6.100.3	24	4.8	4%
6.99.5	10	4.1	30%
6.98.4	4	5.0	25%
6.97.2	2	5.0	0%
6.96.2	3	3.7	0%
6.85.7	1	1.0	0%
6.62.5	1	1.0	100%

Representative quotes

Bugs

“It was the greatest app to learn, but about a month ago it started to buggy awfully. After last update it got even worse: no listening (click on the speaker but it doesn't work at all), and now I can see no pictures when it shows new words. Now it deserves on!” (5★, v6.98.4, EN, 2026-10-18)

“It's a daily gamble which bug will I experience.” (3★, v6.101.2, EN, 2026-10-18)

Feature requests

“unable to pay per month only per year” (1★, v6.101.2, EN, 2026-10-18)

“Gamification wird mittlerweile maßlos übertrieben. Viel zu viele Schatztruhen und Gems, Puzzleteile, Kostüme und sonstiger Blödsinn!!! Das Lernen macht so keinen Spaß. Genervt von dem

ganzen Quatsch schließe ich die App, statt weiter zu lernen. Macht bitte ein" (1★, v6.101.2, DE, 2026-10-18)

Pricing / subscription

"I'm sorry, I can't recommend this app because of the high price. Forget about the free version. Only intrusive ads and annoying cartoons. I guess only the kids are happy." (3★, v6.100.3, EN, 2026-10-18)

"Bonjour l'équipe créatrice, 1) je comprends l'intérêt de stimuler pour pratiquer régulièrement une langue. 4/5 2) pourquoi nous donner de force du "sucre" par des animations superflus et longues? 0/5 3) j'ai payé à l'année pour pratiquer, pas pour devenir dépe" (2★, v6.101.2, FR, 2026-10-18)

UX / design

"bello sì, però si deve poter togliere quel fatto che mi cambia sempre l'icona, mi manda notifiche a raffica dicendo che devo studiare, e però così rompe. poi le icone diventano pure inquietanti... disinstallato" (4★, v6.101.2, IT, 2026-10-16)

"Wird immer schlechter! Immer wieder schlechte Updates die das lernen bremsen. Ständiges Vibrieren, bei Fehler kein weiter kommen. Zeitverschwendende Animation. Nervige primitive Werbung extra lang. Idiotische Puzzleteilkacke und dumme Fußball Outfits. Und Fehl" (1★, v6.101.2, DE, 2026-10-18)

Ads

"Ich mochte duolingo wirklich gerne aber seit auf Energie umgestellt wurde habe ich ständig mitten in der Lesson keine energie mehr obwohl alles richtig war und ich darf alles nochmal machen und obendrein eine tonne schlechter werbung schauen (so 2-3 um eine le" (1★, v6.101.2, DE, 2026-10-18)

"Das App hat seit Monaten zu viele Bugs/Fehler, und ständig kommen neuer dazu, anstatt dass diese gefixt werden. Auch hat sich das App über Jahre nur mehr zu Kunden wie Kleinkindern hin entwickelt. Ständig muss man irgendwelche Kindereien weg klicken. Werbung n" (1★, v6.101.2, DE, 2026-10-18)

Performance

"dall'ultimo aggiornamento con la gestione dell'energia è veramente peggiorato. Ormai in un giorno fa fatica a risalire a 25, non riesco neanche a fare 3 lezioni al giorno. E la partita di scacchi che richiede 5 di energia è veramente troppo. peccato" (3★, v6.101.2, IT, 2026-10-17)

"Mir sind die Übungen zu einfach und Fortschritt zu langsam. Man verbraucht zuviel Zeit für zu wenig Vokabeln." (3★, v5.141.12, DE, 2026-10-18)

Crashes / freezes

"application bloquée depuis la dernière MAJ ☹️" (1★, v6.101.2, FR, 2026-10-18)

"segnalo che ultimamente si sta bloccando spesso: non va avanti nella lezione, non prende un comando o non fa iniziare un test nel caso volessi saltare delle lezioni." (2★, v6.101.2, IT, 2026-10-18)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.1/3 · versions 6.101.2, 2.0.2]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "Duolingo has been excellent as a resource to boost my language skills, but I noticed recently if I use a streak freeze, that because I'm generally good at avoiding doing exactly that, the price of a refill went from 200 to over 400. clearly" (3★, EN)

2. Rethink usage limits [Pricing / subscription · 8 reviews · avg severity 2.0/3 · versions 6.101.2, 2.0.2]

Users read hard limits as a cash grab; consider softer limits or earning more through use. "I use to like duolingo, now if I don't pay gems or for duo plus I can't finish my lesson..." (2★, EN)

3. Reduce ad frequency and length [Ads · 7 reviews · avg severity 2.1/3 · versions 6.101.2, 6.62.5]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task. "After years of experience I can say only this : Terrible choice for learning a language. Too much annoying ads. After every lesson it shows you the ads. Just go ahead listen some podcasts, write down new words, phrases. ☹️☹️☹️☹️ Who came up wi" (1★, EN)

4. Justify or adjust the price [Pricing / subscription · 7 reviews · avg severity 2.0/3 · versions 6.101.2, 2.0.2]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“can't really do anything without paying” (1★, EN)

5. Ease payroll pressure [Pricing / subscription · 4 reviews · avg severity 2.1/3 · versions 6.101.2, 2.0.2]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often.

“I use to like duolingo, now if I don't pay gems or for duo plus I can't finish my lesson...” (2★, EN)

6. Answer support requests [Bugs · 2 reviews · avg severity 2.2/3 · versions 6.101.2]

Add an in-app contact option and reply to these Google Play reviews; Google Play lets developers respond publicly.

“Issue with xp boosts not being awarded constantly. Reporting issues every single week, never any response beyond the copy pasta auto response, half the time it won't even let you submit a bug report, the button just stays greyed out. Never ” (1★, EN)

Method: public Google Play review listings (most recent reviews across up to 10 review languages) and the public app listing, collected at low volume. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Google. Reply within 7 days for one free clarification.