

App Store complaint report

BBC: World News & Stories · BBC Studios Distribution Ltd. · current version 2026.9.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-02-11 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.95
Reviews with a complaint	216 (72%)
Storefronts	CA 100, US 100, AU 100
All-time App Store rating (US)	4.48 from 88,378 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	161	2.4	2026.8.0 (67), 2026.9.0 (46), 2026.5.0 (21)
Bugs	87	2.6	2026.9.0 (43), 2026.3.0 (14), 2026.8.0 (12)
Crashes / freezes	36	2.7	2026.3.0 (14), 2026.9.0 (9), 2026.8.0 (3)
Performance	31	2.7	2026.3.0 (9), 2026.9.0 (6), 2026.8.0 (3)
Feature requests	28	2.3	2026.8.0 (7), 2026.9.0 (6), 2026.6.0 (4)
UX / design	26	2.2	2026.8.0 (10), 2026.9.0 (6), 2026.4.0 (4)
Ads	18	2.2	2026.8.0 (7), 2026.9.0 (3), 2026.5.0 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.9.0	55	1.4	96%
2026.8.0	107	2.1	71%
2026.7.0	10	1.9	80%
2026.6.0	22	1.6	91%
2026.5.0	54	2.3	54%
2026.4.0	25	2.6	28%
2026.3.1	1	4.0	100%
2026.3.0	15	1.7	93%

Representative quotes

Pricing / subscription

“Subscription not recognized – I pay for a subscription yet a known issue that the subscription is not recognized in the app makes the app completely unusable - the fact it’s known and STIIL is not fixed is not satisfactory. The idea what I should use the websi” (1★, v2026.9.0, US, 2026-10-20)

“Sign in issues – I live outside the US and pay for the BBC news app. Everytime I try and open an article it restricts the article and says I need to sign in despite already being signed in, so I cannot

view any of the articles, even though I am signed in. I mi" (1★, v2026.9.0, US, 2026-10-15)

Bugs

"Good news, broken app – Good news coverage but the app has been broken for weeks, blocking access behind a paywall even after you subscribe. It's been getting consistently worse to the point that none of the workarounds will get you through any more. Even dele" (1★, v2026.9.0, US, 2026-10-20)

"Unable to sign in – Repeatedly unable to sign in to paid subscription. Stated known issue. Deleting app and reinstalling works, but only once and then have to delete and reinstall again. Worked for years and now broken." (1★, v2026.9.0, US, 2026-10-02)

Crashes / freezes

"App crashes when opened – It's stopped working! Opening the app loads the BBC logo animation then the app closes immediately." (2★, v2026.3.0, AU, 2026-05-10)

"Clunky – The decision to close BBC sounds to overseas listeners has resulted in having to use this app. It's clunky and a pain to find the radio station you want to listen to. It appears now you can only listen live. So any podcast you've been following is no" (1★, v2026.4.0, AU, 2026-06-19)

Performance

"Totally unusable – Play any audio eg podcast via the app and it drains my new iPhone battery like nothing else. Every minute drains 1% of my battery and my phone gets super hot. Also, when listening to any podcasts the app will randomly stop, and you have to a" (1★, v2026.5.0, AU, 2026-07-20)

"...as I am in the USA - it's glitchy, unlike sounds programs you have been listening to are not readily accessible. It takes ages to load. Episodes don't load sequentially one after the other. Favourites and continue listening are not updated. There is no way to" (2★, v2026.8.0, US, 2026-09-18)

Feature requests

"Please fix the audio – The audio section of this app is really poor. The live radio cuts out so much I just use the web browser now, while the podcast section is impossible to navigate and search. I miss Sounds so much, I wish you'd let non-UK users pay for ac" (1★, v2026.2.1, AU, 2026-04-14)

"Broken – Please fix this app to recognize our paid subscriptions before we start asking Apple to refund us..." (1★, v2026.9.0, US, 2026-10-09)

UX / design

"Audio autoplays – Audio autoplays. There's no ui control to turn it off. Feels like a bug" (1★, v2026.9.0, AU, 2026-10-03)

"Over complicated app – I listen to Newshour daily. The world service app made that easy. Separate audio, and print app were far better. The new app is much harder to navigate." (2★, v2026.8.0, US, 2026-09-22)

Ads

"Always crashes with iOS27, subscription contains ads – Don't know why I subscribe to this anymore. Just use the website as the app contains ads even with a subscription, and then crashes while reading. Adding insult to injury the ads are often to gambling site" (1★, v2026.8.0, US, 2026-09-18)

"...as it doesn't include subscriptions. My Apple account does confirm the active subscription with 9 months remaining. Also, continued ads and pop-ups even when the subscription is working is excessive and annoying." (1★, v2026.8.0, CA, 2026-09-23)

The 10 most important fixes

1. Ease paywall pressure [Pricing / subscription · 108 reviews · avg severity 2.3/3 · versions 2026.8.0, 2026.5.0]
Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
"Paywalled – Unfortunately, they've now started putting many of their articles behind a paywall, so you can't read them without a subscription." (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 92 reviews · avg severity 2.3/3 · versions 2026.8.0, 2026.5.0]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.
"Cost – Too expensive" (1★, CA)

3. Soften the redesign backlash [UX / design · 88 reviews · avg severity 2.3/3 · versions 2026.8.0, 2026.5.0]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"CANADA PAYWALL?! SERIOUSLY?! – CANADA PAYWALL?! Seriously?! Not only is the app itself a complete disaster compared to the older app, now when I get notifications I have to PAY to read them?! Do you realise that 95+% of the new story notifi" (1★, CA)

4. Fix login / account access [Bugs · 44 reviews · avg severity 2.6/3 · versions 2026.9.0, 2026.8.0]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Continually have to resign in for subscription – I paid the subscription, as I dont mind supporting unbiased news. However, i have had to resign in 4 times already. IDK how your auth system works, but it doesn't seem to be working right now" (2★, US)

5. Improve content quality [Feature requests · 43 reviews · avg severity 2.1/3 · versions 2026.8.0, 2026.4.0]

Review the content areas users name; add a "report a problem" button on content.

"...readers understand what actually happened, it often creates confusion and reinforces bias. News should prioritize factual accuracy, credible sources, and unbiased reporting rather than sensationalism and agenda-driven coverage." (1★, US)

6. Fix in-use crashes and freezes [Crashes / freezes · 20 reviews · avg severity 2.7/3 · versions 2026.9.0, 2026.3.0]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Junk – Radio stations and podcasts are not functioning as of March 2026. The app just closes itself without warning every few minutes. And podcasts seem not to work at all offline. Maybe the app is only intended for those living in the UK?" (2★, AU)

7. Fix crash on launch [Crashes / freezes · 12 reviews · avg severity 2.9/3 · versions 2026.3.0, 2026.1.1]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"App Crashes Straightaway – iOS 26.5. App opens and then crashes immediately." (1★, AU)

8. Simplify navigation [UX / design · 15 reviews · avg severity 2.1/3 · versions 2026.8.0, 2026.4.0]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Hard to navigate – The app is too crowded, hard to find what you're looking for." (1★, CA)

9. Reduce ad frequency and length [Ads · 13 reviews · avg severity 2.2/3 · versions 2026.9.0, 2026.8.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"Keeps Failing and showing ads – I paid for a subscription to BBC news from Canada. Roughly once a week I get blocked from accessing news articles and have to delete and reinstall the app to restore my service. I was also surprised that my" (2★, CA)

10. Answer support requests [Bugs · 5 reviews · avg severity 2.6/3 · versions 2026.9.0, 2026.8.0]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"...from reading content. They have known about it for almost 3 weeks now. It's 2026, not 2006. Fix your app!!! When you contact support they only provide platitudes, no actual help." (1★, CA)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. 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 Apple. Reply within 7 days for one free clarification.