

App Store complaint report

Busuu: Language Learning App · Busuu Limited · current version 30.30.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-05-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.53
Reviews with a complaint	40 (13%)
Storefronts	CA 150, GB 100, US 50
All-time App Store rating (US)	4.71 from 101,331 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Feature requests	17	1.9	30.29.0 (3), 30.27.0 (3), 30.22.0 (2)
Pricing / subscription	15	2.1	30.21.0 (3), 30.29.0 (2), 30.27.0 (2)
Bugs	11	2.0	30.22.0 (4), 30.29.0 (2), 30.20.0 (2)
Ads	10	2.0	30.21.0 (4), 30.29.0 (2), 30.26.0 (1)
UX / design	5	2.2	30.27.0 (2), 30.25.0 (1), 30.22.0 (1)
Crashes / freezes	1	2.0	30.22.0 (1)
Performance	1	2.2	30.25.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
30.30.0	10	4.8	10%
30.29.0	63	4.6	11%
30.28.0	11	4.8	9%
30.27.0	28	4.5	18%
30.26.0	8	3.9	25%
30.25.0	27	4.7	7%
30.24.0	22	4.7	9%
30.23.0	4	4.8	0%

Representative quotes

Feature requests

“Bad options – The language options are limited and that makes me really sad as I was really wanting to learn my family’s language Ukrainian but they don’t have that option” (1★, v30.26.0, CA, 2026-09-10)

“AI voices – Busuu has been my #1 language learning app for a long time, but recently the voices in some of the lessons have been replaced with AI voices. This is unacceptable. Please rove these voices and hire real voice actors to help people learn proper pron” (2★, v30.19.0, CA, 2026-06-22)

Pricing / subscription

"I wasted \$130+ because of this app – (DONT BUY THE PREMIUM subscription it is a waste and the free version is better THERE IS NO BENIFITS OF THE PREMIUM)This was a great app for learning until I payed for the premium subscription and even though I clicked the " (1★, v30.21.0, GB, 2026-07-27)

"Payments – Too expensive. If you are don't pay options are limited." (3★, v30.14.0, CA, 2026-05-27)

Bugs

"Busuu rating – I enjoy doing Busuu and the recent changes are good. I like the community correction part. Busuu has not fixed the bug in the App that makes the writing I do in corrections come only in one line, no paragraphs. I work on an iPad and I'm unable t" (3★, v30.20.0, CA, 2026-07-16)

"Broken – Doesn't even allow to login I tried 3 times" (1★, v30.18.0, CA, 2026-06-17)

Ads

"Too many ads – It is a great app overall, but the ads are too much. It makes the app in unusable." (2★, v30.26.0, GB, 2026-09-14)

"Ads are caustically intrusive- not continuing – Content is fine, maybe even good, but the ads are caustically intrusive. I loved the website a long time ago. Now, I have no patience for it." (2★, v30.13.0, CA, 2026-05-17)

UX / design

"Arabic course is not very useful – Why is the text coming left to right in the Arabic course??? And some questions ask to listen but there's no audio coming and nowhere to click for it. Those two are important defects and I will not be using it and I am rethin" (2★, v30.17.0, CA, 2026-06-16)

"Voleurs – Ils n'avisent pas de renouvellement des abonnements et même leurs applications est nulle très moche et qui donne pas envie de l'utiliser pour apprendre" (1★, v30.27.0, CA, 2026-09-15)

Crashes / freezes

"App glitch – App is great for learning but when I go on review vocabulary and grammar, I keep getting kicked out. Massive glitch! Please fix!!" (3★, v30.22.0, CA, 2026-08-03)

Performance

"Slow and glitchy – What do you mean by it opens slower than restarting my phone?" (1★, v30.25.0, CA, 2026-09-02)

The 10 most important fixes

1. Improve content quality [Feature requests · 16 reviews · avg severity 2.0/3 · versions 30.27.0, 30.20.0]

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

"Helpful app, but beware of inconsistent French pronunciation feedback – Busuu is a great learning app overall, but I want to flag an issue for anyone studying French. Some pronunciation feedback is incorrect or contradictory. For example, " (4★, CA)

2. Reduce ad frequency and length [Ads · 8 reviews · avg severity 2.1/3 · versions 30.21.0, 30.29.0]

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

"Ridiculous amount of ads – The amount of ads make this app completely unusable for me." (1★, US)

3. Justify or adjust the price [Pricing / subscription · 8 reviews · avg severity 2.0/3 · versions 30.21.0, 30.24.0]

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

"Way too expensive – I have paid for a premium subscription,however it doesn't give me access to speaking practice exercises or Ai conversations" (2★, GB)

4. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.2/3 · versions 30.29.0, 30.18.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Scam – I have no idea who is writing all these four- and five-star reviews. This looks like a complete scam! I haven't even installed the app or logged into an account, yet they are trying to charge me £130 for a subscription I never purch" (1★, GB)

5. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.7/3 · versions 30.22.0, 30.27.0]

Read the quotes below for the exact request; consider a public roadmap.

"Great app! – This is a great app for learning Spanish, I just with they made quite a few changes to

the grammar and vocabulary practice sections. In the vocabulary flashcard section, images shouldn't be used as it literally shows the user " (3★, GB)

6. Ease payroll pressure [Pricing / subscription · 4 reviews · avg severity 2.0/3 · versions 30.18.0, 30.24.0]

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

"Subscription seem predatory – I thought the app was very good and wanted to give the paid service a try, but the subscription setup feels predatory. The free trial is only available with the annual plans that cost \$150–\$270. You can't get a" (2★, CA)

7. Stop data / progress loss [Bugs · 4 reviews · avg severity 1.8/3 · versions 30.29.0, 30.22.0]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"Don't recommend – There's no way to reset your progress without contacting support" (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.