

App Store complaint report

ChatGPT · OpenAI OpCo, LLC · current version 1.2026.286

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-19 to 2026-10-22).

Metric	Value
Reviews analysed	300 (297 classified by AI)
Average stars (these reviews)	4.11
Reviews with a complaint	63 (21%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.83 from 11,543,979 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	46	2.2	1.2026.279 (44), 1.2026.209 (1), 1.2026.237 (1)
Pricing / subscription	26	2.1	1.2026.279 (25), 1.2026.237 (1)
Feature requests	21	1.8	1.2026.279 (20), 1.2026.237 (1)
Performance	16	2.1	1.2026.279 (15), 1.2026.237 (1)
UX / design	6	1.9	1.2026.279 (6)
Crashes / freezes	2	2.9	1.2026.279 (1), 1.2026.209 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
1.2026.279	298	4.1	20%
1.2026.237	1	1.0	100%
1.2026.209	1	5.0	100%

Representative quotes

Bugs

“ChatGPT nerved itself – Dude before this review I used to love ChatGPT because of the fact the chats could be so so long. But now everyone is getting the chat memory is full bug. I genuinely believe that if your using a ai tool, use muse unless open ai fixes t” (1★, v1.2026.279, CA, 2026-10-21)

“Din working with ChatGPT – So what do we ChatGPT has been a little difficult for me ChatGPT takes me down rabbit holes. It admit that it takes me down rabbit holes. ChatGPT admits a lot of wrongdoing and it’s still continues doing it when I ask her to put it i” (1★, v1.2026.279, US, 2026-10-22)

Pricing / subscription

“Stealing your money – This app is a complete rip-off! I never intended to activate this plan, but somehow the subscription was activated, and now I’ve spent TWO MONTHS trying to cancel it. The cancellation process is ridiculously complicated, and it feels like” (5★, v1.2026.279, US, 2026-10-22)

“Over hyped – Produces cool images, but the model has an issue with following prompts. You can type out a highly specific and detailed prompt and the model will still generate whatever it this is cool. This is unacceptable, especially when you PAY FOR a subscri” (1★, v1.2026.279, US, 2026-10-22)

Feature requests

"An Incredibly Powerful AI Undermined by Its Own App – I've been using ChatGPT extensively for years, and while the underlying technology can be impressive, the actual user experience has become an exercise in frustration. My biggest complaint isn't that the A" (2★, v1.2026.279, US, 2026-10-22)

"Complaint About ChatGPT's Limitations, Memory, and Pricing – ChatGPT has serious limitations that interfere with long-term conversations, creative projects, research, and everyday use. These include poor memory, limited conversation capacity, difficulty recover" (2★, v1.2026.279, CA, 2026-10-21)

Performance

"Quality Deteriorating – ChatGPT is becoming slower and more expensive and inaccurate by the minute. Time to look for alternatives" (3★, v1.2026.279, GB, 2026-10-22)

"Results not loading – Half my answer do not load" (1★, v1.2026.279, CA, 2026-10-20)

UX / design

"I uninstalled – I uninstalled cause I don't like the new update or the automatic limitations chat thing you have ruined it all" (1★, v1.2026.279, GB, 2026-10-21)

"Chat gpt – I absolutely hate it because I was in the middle of something then for some reason I can't use it because I've used up my chat gpt that is idiotic don't stop them from using the same tab if you want them to use a new tab because you've exhausted the" (1★, v1.2026.279, GB, 2026-10-20)

Crashes / freezes

"Not working. – My app is not working. i can't do anything" (5★, v1.2026.209, GB, 2026-10-21)

"Fix it – Unfortunately this can't open ,please fix it for us" (1★, v1.2026.279, CA, 2026-10-20)

The 10 most important fixes

1. Improve content quality [Feature requests · 28 reviews · avg severity 2.2/3 · versions 1.2026.279]

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

"OpenAI should fix its AI before promising the future – I have spent hours trying to get ChatGPT to perform a relatively simple image creation and editing task, including an image I provided and adding a QR code pointing to a specific URL. " (1★, GB)

2. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.1/3 · versions 1.2026.279, 1.2026.237]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"It's good – It's the main Chatbot basically of course it's good but I find it's now unusable without plus, mainly because of the decreased memory for the chats making it so you can only chat for, like, 5 minutes before having to make a diff" (3★, GB)

3. Justify or adjust the price [Pricing / subscription · 11 reviews · avg severity 2.3/3 · versions 1.2026.279]

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

"Done – I used to think this was ok but its performance began lacking extremely bad. It constantly gave false information, it would contradict itself, it would almost always forget things you said or told it to do and these people wanted you" (1★, US)

4. Rethink usage limits [Pricing / subscription · 11 reviews · avg severity 2.0/3 · versions 1.2026.279]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

"chat gpt – very bad response and everytime say you hit the plan limit its like scam i uninstal it end not instal again its beter Gemini" (1★, US)

5. Ease paywall pressure [Pricing / subscription · 11 reviews · avg severity 2.0/3 · versions 1.2026.279, 1.2026.237]

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

"Pay for plus still get blocked – I paid for plus subscription and it is limiting me to a picture and 3 edits a day" (1★, CA)

6. Stop data / progress loss [Bugs · 9 reviews · avg severity 2.1/3 · versions 1.2026.279]

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

"Lies by OPEN AI – I paid 19.99 and still don't get my restore version just said restore from the application all lies" (1★, GB)

7. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.6/3 · versions 1.2026.279]

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

"Here's my opinion about ChatGPT – It's amazing now, but you should make image generation be

able to be disabled so chatgpt doesn't attempt generating an image just because i said something slightly image gen like, also, please make it faster" (5★, US)

8. Speed up loading [Performance · 4 reviews · avg severity 1.9/3 · versions 1.2026.279]

Profile cold start and the slowest screens on older devices; cache content.

"Slowing down – Answers not loading" (3★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 2 reviews · avg severity 2.2/3 · versions 1.2026.279]

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

"Unauthorized subscription renewal – Cancelled my ChatGPT plus subscription did sign you back up for it. I signed it back out again unsubscribed Twice got charged twice never got free month" (3★, 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.