

App Store complaint report

Chick-fil-A · Chick-fil-A, Inc. · current version 2026.21.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-09-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.0
Reviews with a complaint	71 (24%)
Storefronts	US 300
All-time App Store rating (US)	4.93 from 4,271,548 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	41	2.3	2026.19.0 (20), 2026.20.0 (13), 2026.18.0 (8)
Feature requests	29	1.8	2026.20.0 (12), 2026.18.0 (9), 2026.19.0 (8)
Performance	23	2.3	2026.19.0 (13), 2026.20.0 (6), 2026.18.0 (4)
Pricing / subscription	13	2.2	2026.19.0 (6), 2026.20.0 (4), 2026.18.0 (3)
UX / design	12	2.0	2026.20.0 (5), 2026.19.0 (4), 2026.18.0 (3)
Crashes / freezes	11	2.6	2026.19.0 (9), 2026.20.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.20.0	98	4.1	23%
2026.19.0	107	3.8	26%
2026.18.0	93	4.0	22%
2026.17.0	2	5.0	0%

Representative quotes

Bugs

“Issue with points – Although I enjoy using the app, I have experienced issues with receiving or using my points. 1. I had enough points to redeem menu items and after attempting to use the app to order before arrival, the app took my points, had no record of ” (2★, v2026.19.0, US, 2026-10-06)

“Mobile order has not been working – I used to love the app, but my Apple Pay is not working. I tired to add another card to try to complete my order and I keep getting an error that says transaction incomplete. It has been weeks and I have tried to redownload ” (1★, v2026.19.0, US, 2026-10-04)

Feature requests

“Easy to Use But Can’t Add Credit Cards – Every other part of this app is easy to use, until you want to add credit cards in Payment Methods. When you want to add a card, a popup message will say something similar to We’re Unable to Add Card. Please Try Again L” (4★, v2026.20.0, US, 2026-10-20)

"No cheese Please – Please update the app with no cheese option on the breakfast bowl orders. For a while on the app, there was an option on the breakfast bowls to have no cheese. Now, all of a sudden with the new update, you can no longer request no cheese. " (4★, v2026.18.0, US, 2026-09-23)

Performance

"No location, no rewards – Latest version of the app after the iOS update just spins. Nothing will load, no way to place an order, no way to find a restaurant, no way to access rewards." (1★, v2026.20.0, US, 2026-10-20)

"Can't check out – I select to pay with Apple Pay and my app just loads and loads and loads I legit by the time I get there got to wait in line and order which wastes my time when on my lunch break. Makes me not want to eat chic fil a when it's my favorite till " (2★, v2026.19.0, US, 2026-10-03)

Pricing / subscription

"Banned – When I used this app and put money on it I ended up getting banned and now I cant find the money I put on it." (1★, v2026.19.0, US, 2026-10-01)

"FIX APP ASAP – Please update the damn app, unable to pay using app, just stays on loading screen when trying to pay using" (2★, v2026.19.0, US, 2026-10-08)

UX / design

"Worst update ever – I'm not sure who or why you change the app so that you can only order certain things but not being able to access the full menu is a big downer for me. I will not be using this app anytime soon. It is very inconvenient and I'm very disappoi" (1★, v2026.19.0, US, 2026-09-30)

"Map issues – Why is it when I click on a specific restaurant that it takes me to one that I have already been passed it's obvious that it knows that I'm not gonna go back and turn around and redo my entire trip because I passed it when I clearly clicked on som" (1★, v2026.20.0, US, 2026-10-12)

Crashes / freezes

"I love when this app freezes immediately after placing an order – Sick feature guys ☹️" (1★, v2026.20.0, US, 2026-10-16)

"Cannot complete orders – Current version not functioning correctly when I go to complete my order, I can't actually pay. It just stays loading and spinning." (1★, v2026.19.0, US, 2026-10-08)

The 10 most important fixes

1. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.6/3 · versions 2026.19.0, 2026.20.0]

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

"All not working – When I click Start my order it goes to an info page and is stuck there. I have deleted and redownloaded and it still does it." (1★, US)

2. Soften the redesign backlash [UX / design · 9 reviews · avg severity 2.1/3 · versions 2026.19.0, 2026.20.0]

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

"Dumbest feature ever – Ordered online. I purposely waited to align my arrival with perfect pickup time. Instead, without option, after order, it told me it would use some cool new way to track my proximity to start my order. Didn't start my" (1★, US)

3. Fix login / account access [Bugs · 6 reviews · avg severity 2.8/3 · versions 2026.19.0, 2026.18.0]

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

"Won't log in says I'm using vpn – Useless app. Cannot sign up or log in. Says I'm using vpn, I'm not. This is a known issue since April." (1★, US)

4. Fix features broken by the latest update [Bugs · 7 reviews · avg severity 2.2/3 · versions 2026.19.0, 2026.20.0]

Add regression tests for the features users name in these reviews before the next release.

"Bad update – Map broken, can't pick a restaurant to order from" (5★, US)

5. Justify or adjust the price [Pricing / subscription · 6 reviews · avg severity 2.0/3 · versions 2026.20.0, 2026.18.0]

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

"Too Expensive – How tf did the waffle sandwich go up almost \$3? Will not pay that much." (1★, US)

6. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.5/3 · versions 2026.19.0, 2026.18.0]

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

“Removed option to report issues – There used to be an option to report issues with your order and have it resolved immediately. That no longer exists. Please add it back. While the cfacares form did work to resolve our issue at the time, t” (3★, US)

7. Speed up loading [Performance · 4 reviews · avg severity 2.5/3 · versions 2026.19.0, 2026.20.0]

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

“Online ordering won’t work – Everytime I try to do a mobile order it just stays on the loading window” (1★, US)

8. Make trials and renewals transparent [Pricing / subscription · 4 reviews · avg severity 2.1/3 · versions 2026.19.0, 2026.18.0]

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

“Charged my card 3x!! Zero food. \$109 of my money frozen!! – Your app told me my order did not go through and received an error about connection. Three times. I checked my bank account and saw you guys charged me 3 times!! No order, no food,” (1★, US)

9. Answer support requests [Bugs · 4 reviews · avg severity 2.0/3 · versions 2026.20.0, 2026.18.0]

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

“Escalation to Mobile Engineering: iOS App Core Location & Background Execution Failure – To the iOS Product Management / Mobile Engineering Team: I am escalating a persistent defect in the Chick-fil-A iOS application regarding its imple” (1★, US)

10. Simplify navigation [UX / design · 2 reviews · avg severity 2.0/3 · versions 2026.20.0]

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

“Hardest app to use – You can’t just look at the menu to view items you have to jump through the whole pick up or delivery options.” (1★, US)

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.