

App Store complaint report

Claude by Anthropic · Anthropic PBC · current version 1.261021.20

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-22 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.24
Reviews with a complaint	103 (34%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.72 from 284,742 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	64	2.3	1.261014.20 (10), 1.260911.19 (8), 1.261016.20 (7)
Feature requests	40	1.9	1.261014.20 (9), 1.261016.20 (6), 1.260916.19 (5)
Pricing / subscription	37	2.3	1.260911.19 (6), 1.260820.0 (6), 1.261016.20 (5)
UX / design	21	2.0	1.261014.20 (4), 1.261009.20 (3), 1.261016.20 (3)
Performance	12	2.1	1.260911.19 (2), 1.260831.1 (2), 1.261014.20 (1)
Crashes / freezes	3	2.2	1.261019.51 (1), 1.260820.0 (1), 1.260911.19 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
1.261019.51	14	3.1	14%
1.261019.20	12	2.8	50%
1.261016.20	54	3.8	22%
1.261014.20	43	3.1	35%
1.261013.20	2	1.5	50%
1.261012.20	5	3.6	20%
1.261009.20	11	3.6	45%
1.261007.20	8	2.6	38%

Representative quotes

Bugs

“Disappointing – I have used both sides of this, paid and the free. My biggest frustration in either case is sitting down to a project, it working away with me, then glitching out and that contributing to my limitations with zero output. I spent almost an hour ” (2★, v1.260820.0, CA, 2026-08-25)

“Paid for a Subscription, Still Stuck on Free Plan! – Extremely disappointing experience! I paid for a subscription, but my account still shows as Free, and I can’t access any of the premium features I

paid for. On top of that, the app is full of bugs. Even ba" (1★, v1.261014.20, US, 2026-10-16)

Feature requests

"Customer Support is Non-Existent – You can't communicate with Claude by phone or chat unless you're logged in, but the instructions given for after you've logged in are: "click the 3 lines top left, click your initials bottom left, and then select "Get Help"" (1★, v1.261016.20, CA, 2026-10-19)

"play aloud – horrible for users with sight impairment. the audio play aloud will stop randomly and there's no skip option, or scroll option, you just have to play it again from the start. it also glitches horribly. after playing about 20 seconds it starts crac" (3★, v1.261014.20, GB, 2026-10-16)

Pricing / subscription

"It's a waste of time – I paid \$42 for the subscription, and I still can't upload or edit files. I can't even ask a normal question without the app taking me to the subscription page and asking me to upgrade to Pro. I've already paid \$42, so how much more am I " (1★, v1.261016.20, CA, 2026-10-20)

"Nice service – They write off the money for updating the subscription plan and immediately block the account without a refund and explanation. Excellent behavior on the eve of IPO" (1★, v1.261016.20, US, 2026-10-18)

UX / design

"Keeps getting worse – This is the only AI app that started off great and gets worse with every update. The final straw for me was getting inundated by permissions prompts for code changes which constantly interrupted my workflow, and then the unthinkable decis" (1★, v1.261014.20, US, 2026-10-17)

"stop burying things behind more clicks. oh my god – claude ui is getting worse and worse. oct update: the ux is horrible. they are testing some beta ux layout and now require more clicks to upload a file. anthropic, here's a suggestion: give bonuses to your ux" (1★, v1.261014.20, US, 2026-10-17)

Performance

"Least useful paid – Reaches limit with 1/10 th requests with no better answers from chat gpt at the same price. Add free muse ai and Gemini and you'll get more. I don't code, all I have asked was for paintings critique and reviewing pdf Korean lessons and come" (1★, v1.261016.20, US, 2026-10-19)

"Deceitful!! – This AI assistant sucks. The developers make it make mistakes constantly to force you into a subscription. It wasn't like that a year ago now it's just constantly slowing down my work. And it's getting to the point where its answers are getting p" (1★, v1.261012.20, CA, 2026-10-14)

Crashes / freezes

"1 trillion \$ company and copy paste and edit doesn't work properly on the iOS app – Is the copy paste feature going to work properly anytime soon ? At times it gets stuck and also the edit , it needs the app to be closed and reopened for it" (1★, v1.260911.19, GB, 2026-09-14)

"This is genuinely so aggravating – Claude used to be good SO long ago now it just runs out a lot and begs for your ID. ☹" (1★, v1.261019.51, US, 2026-10-22)

The 10 most important fixes

1. Improve content quality [Feature requests · 47 reviews · avg severity 2.3/3 · versions 1.260911.19, 1.261014.20]

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

"Not very accurate – Claude makes lots of basic mistakes that I know are incorrect and are easily confirmed as wrong by another AI platform" (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 19 reviews · avg severity 2.3/3 · versions 1.260911.19, 1.260820.0]

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

"Weird – I am not satisfied it's not working as it should be . Chat got I believer better than valid I am paying 20 pounds it seems worthless now" (1★, GB)

3. Answer support requests [Bugs · 17 reviews · avg severity 2.4/3 · versions 1.261014.20, 1.260820.0]

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

"Worst customer support – If you can please avoid Claude, when you need help there is no one to

help just ai email responses. My card has been charged for months and you do not have the decency to respond and help out.” (1★, GB)

4. Fix login / account access [Bugs · 17 reviews · avg severity 2.4/3 · versions 1.261016.20, 1.261014.20]

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

“Login challenges – This app, has limited range function for logging in, it doesn’t allow you to use a password to login, instead it asks you to go your email for a code, if you choose to use a different PC eg a work you cannot login on, it ” (1★, GB)

5. Rethink usage limits [Pricing / subscription · 17 reviews · avg severity 2.2/3 · versions 1.261016.20, 1.260916.19]

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

“Annoying Limits 4 hours waiting – Not worth if you hit limit during project max plan and still capped models is crazy” (1★, GB)

6. Ship the most requested feature [Feature requests · 14 reviews · avg severity 1.6/3 · versions 1.260916.19, 1.261016.20]

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

“Research – Google Gemini I’m gonna say right now one of the absolute best and coolest features I’ve ever seen out of any of the AI is the fact that I can actually sit there and stream a video game or anything else that I’m doing and then sh” (3★, CA)

7. Soften the redesign backlash [UX / design · 11 reviews · avg severity 2.0/3 · versions 1.261009.20, 1.260916.19]

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

“What a mess – I’ve been using Claude for 6 months now and was really enjoying it. I have an open project where I’m working on a book and have been for months. I’ve been talking through scenes to get feedback and check for errors and sudde” (1★, GB)

8. Fix notifications [Bugs · 9 reviews · avg severity 2.0/3 · versions 1.261014.20, 1.261016.20]

Check notification delivery and let users control frequency in settings.

“Bypasses iOS settings – I have notifications and sounds disabled entirely across Claude and within iOS and yet the damn app still makes sounds and has a notification banner when thinking. I’ve reinstalled, updated, asked Claude itself. Its ” (1★, US)

9. Ease payroll pressure [Pricing / subscription · 8 reviews · avg severity 2.4/3 · versions 1.260828.0, 1.260909.19]

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

“Terrible – On the free version, replying with cut and paste doesn’t work. I guess they want you to buy premium instead. Never ever trust AI.” (1★, GB)

10. Simplify navigation [UX / design · 9 reviews · avg severity 1.8/3 · versions 1.261016.20, 1.261014.20]

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

“Poor viewing design – If you navigate away from the app and back it, your chat gets shunted to the right and you see the left sidebar. This is really frustrating, when you want to view Claude’s chat response, but are constantly having to dr” (3★, GB)

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.