

App Store complaint report

Discord - Talk, Play, Hang Out · Discord Inc. · current version 350.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-13 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.85
Reviews with a complaint	136 (45%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.70 from 3,574,837 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	99	2.3	350.0 (23), 348.0 (21), 349.0 (19)
Feature requests	42	1.8	350.0 (12), 349.0 (11), 348.0 (8)
UX / design	24	2.2	350.0 (9), 346.0 (5), 349.0 (4)
Pricing / subscription	21	2.0	349.0 (8), 348.0 (5), 347.0 (2)
Performance	16	2.1	349.0 (6), 350.0 (3), 346.0 (3)
Ads	11	2.2	349.0 (5), 350.0 (4), 347.0 (1)
Crashes / freezes	8	2.6	349.0 (3), 348.0 (1), 347.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
350.0	66	2.9	52%
349.0	66	2.8	47%
348.0	61	3.1	41%
347.0	25	2.6	56%
346.0	59	2.5	39%
345.0	22	3.5	36%
344.1	1	3.0	100%

Representative quotes

Bugs

“Horrible most times – If you want to use this for gaming or simply talking to friends calls go out sometimes videos are horrid screenshares are buggy audio is bad and if you use it for trading it will kick you out of your account matter a fact that’s why I’m w” (1★, v349.0, US, 2026-10-18)

“Problem – This thing will not work ask me to verify I do it right it won’t let me verify or let me log in when I do email it takes me to phone number and I want to use email” (5★, v348.0, CA, 2026-10-10)

Feature requests

“Age-Restriction. – This app was good until they added the age-restriction feature. Removed my access from servers I am active in, and now I am unable to communicate with friends in most servers, as they are now locked and I have no access to them at ALL. I ge” (1★, v350.0, US, 2026-10-19)

"VERY FUN but... – You guys added age verification just like Roblox and that messed up the vibe and you guys only care about nitro users like what??? Someone doxxed me but you banned me for spamming??? Just use block if someone is spamming that'd app sucks you ca" (1★, v350.0, US, 2026-10-20)

UX / design

"is this app vibe coded? – also, stop putting advertisements in the ui??? who signed off on that????? visually the tackiest, ugliest thing ever. what a terrible idea, i dont know a single human being alive who would be receptive to an advertisement shoved in t" (1★, v349.0, US, 2026-10-19)

"2/10 – I've had the app in 2020-2022 and im trying to make a new account, as im doing the human verification it makes me do another one over and over again on loop even if i refresh the app or try again, its hard to get an account or even log into an old one, " (2★, v350.0, US, 2026-10-22)

Pricing / subscription

"I DONT WANT TO BUY NITRO! – every single screen you tap on, an overlay advertising the very expensive premium service pops up. it's infuriating edit- am now deleting this app. my friends and i have moved away from discord. it's a spam filled app with underage" (1★, v345.0, GB, 2026-09-19)

"Buggy client – Trash client, always bouncing up and down while reading old messages Big company and app yet can't even make basic experience good, even fluxer with having barely any funding compared to discord does it a lot better Not even mentioning age veri" (1★, v349.0, CA, 2026-10-14)

Performance

"App keeps breaking since the new updates – It worked fine until I updated it a bit ago & now it just doesn't load half the time I open the app. Come on" (2★, v349.0, US, 2026-10-19)

"Why is my nitro acting weird? – Like I bought nitro the 2.99\$ one, and for some reason it won't let add a banner, and change my pfp into a gif?but it's letting me send stickers? ldk if they updated the nitro perks or mine is just lagging." (3★, v349.0, US, 2026-10-17)

Ads

"Paid subscriptions now include ads – Long time paid subscriber, they recently started serving me ads so I unsubscribed" (1★, v350.0, US, 2026-10-19)

"No syncing – I use Discord on Windows 12, iOS and MacOS. Every device is recent with every OS update done when they get released. Discord updates are being done too. For around 5 or 4 days now? Syncing between the OS in partial. It started with issues with The" (1★, v347.0, GB, 2026-10-02)

Crashes / freezes

"Isn't working on my phone – "Cant load something went wrong" is the message Im getting consistently on playstation even after deleting and unlinking my old account, making a new account and linking that one. A significant improvement in service compared to the" (1★, v348.0, GB, 2026-10-05)

"Isn't working or letting me sign in. – I deleted the app because it isn't working at all , so I re downloaded it and again it isn't working." (1★, v345.0, GB, 2026-09-15)

The 10 most important fixes

1. Fix login / account access [Bugs · 72 reviews · avg severity 2.5/3 · versions 346.0, 349.0]

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

"Don't work – I tried signing in and it just sends me back to the beginning of trying to sign in so I thought maybe my account was made so I went to login but I tried to sign in. It wasn't an account. It's makes no sense like I made my accou" (1★, CA)

2. Soften the redesign backlash [UX / design · 37 reviews · avg severity 2.1/3 · versions 350.0, 346.0]

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

"App has issues with streaming – I can't use other apps while being in call if a video or audio plays in another app it kicks me from call i pay for nitro but it still barley works I hate this app and the people that run it your all bad at u" (1★, CA)

3. Answer support requests [Bugs · 10 reviews · avg severity 2.5/3 · versions 350.0, 349.0]

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

publicly.

"Lack of human responders for discord support – Its an overall good app but a issue that makes me upset when using this app is the fact that its basically impossible to appeal your falsely banned accounts because discord support seems to not" (3★, CA)

4. Ship the most requested feature [Feature requests · 14 reviews · avg severity 1.6/3 · versions 346.0, 350.0]

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

"Layout – The new mobile layout for Discord has my server list show on startup instead of my dms. It's a really mild inconvenience but I'm only in like three servers so it's just not appealing to look at when I open my discord. I looked in" (1★, CA)

5. Reduce ad frequency and length [Ads · 9 reviews · avg severity 2.3/3 · versions 349.0, 350.0]

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

"Undisclosed In-App Ads – Undisclosed in-app advertisements, no way to disable or opt out." (1★, US)

6. Fix notifications [Bugs · 8 reviews · avg severity 2.2/3 · versions 350.0, 347.0]

Check notification delivery and let users control frequency in settings.

"Muting does not stop notifications – Why do I still get notifications when a channel has been muted? Why is it so hard to stop notifications from discord. Only solution is to completely disable them. Please fix this. Now I will ignore all p" (1★, CA)

7. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.5/3 · versions 349.0, 346.0]

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

"one problem – discord is amazing in general, but the only thing i dislike is the fact that every time i click on a certain channel, it crashes, then proceeds to kick me out of discord. when i go back on discord, it says i'm still in that ch" (4★, CA)

8. Justify or adjust the price [Pricing / subscription · 6 reviews · avg severity 2.0/3 · versions 349.0, 348.0]

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

"Its ok – Really good app, but you NEED to update these safety stuffs,, me and my friend got sent a scam from a hacked acc (my other freind) and they texted the scammer and he asked d them multiple times to goon and send it to them. i think" (3★, CA)

9. Ease paywall pressure [Pricing / subscription · 6 reviews · avg severity 1.8/3 · versions 349.0, 347.0]

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

"Orbs – They took away free orb videos" (3★, US)

10. Speed up loading [Performance · 5 reviews · avg severity 2.2/3 · versions 349.0, 350.0]

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

"Bugs – I love discord so muchhh but everytime I try to calll it lags very hard when I press on the call to get back on it my screen will freeze but it gets very irritating.." (2★, 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.