

App Store complaint report

Domino's Pizza USA · Domino's Pizza LLC · current version 13.11.2

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-08-21 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.5
Reviews with a complaint	263 (88%)
Storefronts	US 300
All-time App Store rating (US)	4.78 from 4,980,657 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	214	2.4	13.10.0 (58), 13.9.3 (48), 13.11.1 (35)
Pricing / subscription	74	2.2	13.11.1 (15), 13.10.0 (15), 13.9.3 (15)
Feature requests	69	2.1	13.9.3 (17), 13.10.0 (16), 13.11.1 (11)
UX / design	60	2.1	13.10.0 (18), 13.11.1 (11), 13.9.3 (11)
Performance	38	2.4	13.10.0 (9), 13.9.3 (8), 13.11.1 (7)
Crashes / freezes	20	2.6	13.10.0 (7), 13.9.3 (3), 13.9.2 (3)
Ads	8	1.9	13.10.0 (2), 13.11.2 (1), 13.11.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
13.11.2	4	1.0	100%
13.11.1	50	1.7	88%
13.11.0	30	1.5	90%
13.10.0	83	1.4	84%
13.9.3	65	1.6	88%
13.9.2	49	1.6	86%
13.9.1	18	1.3	100%
12.11.1	1	2.0	100%

Representative quotes

Bugs

“Garbage garbage garbage – Here we go again. Another day, another hour long download. Garbage Doesn’t work. Requires constant updates to fix bugs and then more updates to fix the new bugs from the earlier rushed update to fix the old bugs. Don’t waste your ti” (1★, v13.9.3, US, 2026-09-01)

“Utter Trash – I’ve never used such a terrible app in my 40 years on this planet. Constantly doesn’t work, gives me errors when adding dipping sauce, errors when adding a deal, stay away from this app it is trash.” (1★, v13.9.2, US, 2026-08-29)

Pricing / subscription

"Very complicated – First, I wanna say that I love Domino's Pizza OK this review is about the Domino's Pizza app itself. For years I had to get my son to go on the app and order my pizzas for me and I would be in one state and he would be in another because " (2★, v13.9.1, US, 2026-08-21)

"Worst experience ever – I always order food online in different apps, but this one disappointed me. It was my first time of ordering in that app. I chose a deal with two toppings, I thought as it is a deal, you don't choose any toppings and get whatever is in " (1★, v13.9.1, US, 2026-08-24)

Feature requests

"So many problems since the overhaul – If you've been using the app for the past few years, you may realize it worked better before its overhaul. You can no longer simply re-order past orders. And I regularly have a problem editing my cart and getting unexpecte" (1★, v13.9.1, US, 2026-08-21)

"Wow...in all the wrong ways... – The Dominos App is my most hated app for years! It never remembers my login credentials, forces updates in the middle of transactions, can't remember my previous orders, and adds tons of time with nearly every order. I order at lea" (1★, v13.11.1, US, 2026-10-18)

UX / design

"Every app update makes ordering harder – I used to really like the app functionality and it was easy to use, however it feels like over the last 8months every app update and graphic design change makes the app unusable. Love dominos for the pizza and I order " (2★, v13.9.3, US, 2026-09-05)

"Worst Food Ordering App – I have repeatedly had issues ordering delivery on this app and the website, it is poorly designed, prone to issues and bugs and a terrible overall experience. I'm not technologically illiterate and not basing this off of one bad exper" (1★, v13.11.1, US, 2026-10-13)

Performance

"Order updates are so confusing – I hate the way that the system constantly updates the times for order completion. And it is very slow at processing order completion. The old system was much more accurate and useful." (1★, v13.9.2, US, 2026-08-26)

"Can't order anything on the app – It just gets stuck in limbo or if I do manage to get into the app it says the place has everything missing so I can't select anything. This happened after I was force to update my app" (1★, v13.9.2, US, 2026-08-27)

Crashes / freezes

"Broken as hell – I'll be lucky if I can open the menu without this app entirely crashing" (1★, v13.9.1, US, 2026-08-22)

"CRASH – This app is the worse. It works for a while then blows up!!!!" (1★, v13.9.3, US, 2026-09-03)

Ads

"Worse and worse – New version never stays logged in and even after logging in the stored address area looks like you have to start over. It keeps telling me I have rewards and perks but then the pages for them show nothing available. And there seems to be no " (1★, v13.11.1, US, 2026-10-18)

"You'd better love push notification ads, with no app support! – The app generally works fine, but you WILL get push notification ads. Did you disable notifications? Doesn't matter; you'll still get them. Did you update the app? Doing so automatically resets th" (2★, v13.10.0, US, 2026-09-21)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 49 reviews · avg severity 2.2/3 · versions 13.9.3, 13.9.2]

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

"Poor layout – The new app as of October 11, 2026, is terrible. The old versions were really good. This new version kept deleting the wrong pizza, and I didn't realize it and my order was wrong. I'm going to stop ordering from dominoes until" (1★, US)

2. Fix login / account access [Bugs · 38 reviews · avg severity 2.5/3 · versions 13.10.0, 13.11.1]

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

"Scam artists! – Every time I accumulate enough for a free pizza from all the purchases I make I am mysteriously locked out of my account and my password is suddenly no good. I'm locked out of my first account. Because I tried to log in too " (1★, US)

3. Answer support requests [Bugs · 30 reviews · avg severity 2.5/3 · versions 13.10.0, 13.9.2]

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

“Customer Support AI is Trash – You can’t call customer service or stores for help anymore. They use an AI who answers every question by transferring you to itself” (1★, US)

4. Stop data / progress loss [Bugs · 28 reviews · avg severity 2.3/3 · versions 13.10.0, 13.9.3]

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

“Notifications – The app constantly resets my notification settings and then spams me with special offers and threats of my rewards points expiring.” (1★, US)

5. Fix features broken by the latest update [Bugs · 27 reviews · avg severity 2.4/3 · versions 13.9.2, 13.9.3]

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

“quite literally does not work – They clearly updated the app through the incredible use of vibecoding because the app literally does not function. Half of the buttons do not do anything when pressed. I do not understand how this is possible” (1★, US)

6. Ship the most requested feature [Feature requests · 26 reviews · avg severity 1.9/3 · versions 13.10.0, 13.11.0]

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

“Decidedly Not an Improvement – Now must set up order/payment before selecting food, and special deal listings lack description details of how many toppings are allowed before more charges added to the special. Combined, this makes use of a” (1★, US)

7. Fix notifications [Bugs · 23 reviews · avg severity 2.0/3 · versions 13.10.0, 13.9.2]

Check notification delivery and let users control frequency in settings.

“Notification settings don’t work – I have notifications turned off in the app except for pizza tracking. However, I still get push notifications regarding deals and promotions. If not fixed likely will uninstall and go with papa John’s don” (1★, US)

8. Simplify navigation [UX / design · 21 reviews · avg severity 2.2/3 · versions 13.10.0, 13.9.3]

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

“No tip option – I ordered delivered and there was no option to leave a tip? I went all the way back and couldn’t find it at all. That’s a shame that they don’t have it or make it difficult to find for drivers trying to get by” (1★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 17 reviews · avg severity 2.6/3 · versions 13.10.0, 13.9.2]

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

“Fix your app – Constantly crashes, won’t let me use my rewards, keeps saying “delivery not available” when I know they delivered since I called and asked. If I could give 0 stars I would 0/10.” (1★, US)

10. Improve content quality [Feature requests · 19 reviews · avg severity 1.9/3 · versions 13.10.0, 13.9.3]

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

“Violent Commercial lost me as customer – The latest Domino’s commercial where the family beats up the dad because he ordered pineapple on the pizza is a testament to how bad our country has gotten. What is wrong with the young people we ha” (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.