

App Store complaint report

Duolingo: Learn Languages · Duolingo · current version 7.144.0

Generated 2026-10-19 from the 500 most recent public App Store reviews across 5 storefronts (2026-10-11 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	3.66
Reviews with a complaint	156 (31%)
Storefronts	US 100, GB 100, CA 100, AU 100, DE 100
All-time App Store rating (US)	4.72 from 5,514,360 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	72	2.1	7.144.0 (69), 7.143.1 (2), 7.101.1 (1)
Feature requests	69	1.9	7.144.0 (64), 7.143.1 (4), 7.101.1 (1)
Bugs	50	2.1	7.144.0 (48), 7.143.1 (2)
Ads	30	2.1	7.144.0 (28), 7.143.1 (2)
UX / design	16	2.3	7.144.0 (15), 7.143.1 (1)
Performance	13	2.2	7.144.0 (13)
Crashes / freezes	4	2.7	7.144.0 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.144.0	479	3.7	31%
7.143.1	17	3.5	29%
7.101.1	1	1.0	100%
7.96.0	1	5.0	0%
7.58.1	2	5.0	0%

Representative quotes

Pricing / subscription

“Gotten worse – I used to love Duolingo, I couldn’t pay for premium but still got by with the limited uses and found it helpful. But it’s gone really downhill. Duo’s push notifications used to be quirky and work, it gives stalker vibes with the app icon, widget” (1★, v7.143.1, AU, 2026-10-11)

“Constant bombardment to buy super. – Running out of energy unless I pay a subscription what a load of rubbish. Don’t get it what a rubbish app, never had more pop ups in my life” (1★, v7.144.0, GB, 2026-10-14)

Feature requests

“Great app but you have to pay – Edit* they keep removing features and ways to practice like the word matching game. I pay for super and will cancel if they don’t add them back. Stop removing features! App is bad now, they give words I haven’t learned and it’s ” (2★, v7.144.0, CA, 2026-10-16)

“Super Duolingo ads and energy. – I am a 10 year old in grade 6 so I have a very busy schedule, I have to go to swimming lessons,painting lessons,studying. And I just wanted to learn Latin. But

apparently you have to pay and some families just don't have access" (1★, v7.144.0, CA, 2026-10-13)

Bugs

"Buggy App – Andauernd audio Probleme wenn die Airpods verbunden sind. Die App stürzt ab." (1★, v7.144.0, DE, 2026-10-14)

"Time Zone challenges – App is buggy and doesn't understand time zones. Sends streak notices at 1 in the afternoon AFTER completion of multiple lessons. AI responses are insulting and do not address the issue" (1★, v7.144.0, US, 2026-10-17)

Ads

"App Self-Sabotage :(– Duolingo has a great interface that makes it fun and accessible to learn languages. I appreciate that reading, writing, listening, and speaking are all involved. That said, I actually can't stand to be on the app due to the ten "rewards" (2★, v7.144.0, US, 2026-10-17)

"DO NOT TRY – duolingo is the last app you want to use as a learning app. It focuses more on the game aspect than the learning aspect. You will learn NOTHING if you use duolingo, everything about it is annoying and horrible the ads, the leaderboard, the lessons" (1★, v7.144.0, CA, 2026-10-17)

UX / design

"This is trash – Nothing works and these things are just confusing me more." (1★, v7.144.0, CA, 2026-10-13)

"Awful Update – Was doing great until the update introduced so many new words in the middle of an existing stage like I'd been learning them all along. It's made it unusable. Some strange phrases introduced as well which sound like English translated into Spani" (1★, v7.144.0, GB, 2026-10-16)

Performance

"Laggy – The timed challenges are literally impossible because it takes more time to load to the next question than you have to answer questions. Ungodly frustrating, makes me want to quit learning languages entirely, not worth spending money on" (1★, v7.144.0, US, 2026-10-17)

"Paying for battery – The fact that I can't complete my lessons if I don't have enough battery is crazy." (1★, v7.144.0, CA, 2026-10-15)

Crashes / freezes

"Dire – Constantly freezes on both IOS & Android. If I could give a negative star I would. Absolute waste of time & money." (1★, v7.144.0, AU, 2026-10-14)

"Que des pubs et des bugs – À chaque mise à jour ils ajoutent des pubs et des bugs, sans parler que le micro bug sur les exercices de prononciation et que les pubs gèlent toujours sur les boost chronométrés. Aussi, les traductions en français ne font aucun sens" (1★, v7.144.0, CA, 2026-10-14)

The 10 most important fixes

1. Improve content quality [Feature requests · 64 reviews · avg severity 2.0/3 · versions 7.144.0, 7.101.1]

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

"The Ai sucks – Errors are coming up more and more often. You can't just add or remove the letter 's' from words wherever you feel like it. Also Male and female getting translated wrong. And if words have multiple meanings you need some sor" (2★, CA)

2. Rethink usage limits [Pricing / subscription · 49 reviews · avg severity 2.0/3 · versions 7.144.0, 7.143.1]

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

"New Update – Energy replacing hearts just ruined the app. Can't even complete 2 lessons without running out of energy even if I get every question right... used Duolingo for years for different languages thought it was a great app punishing y" (1★, GB)

3. Justify or adjust the price [Pricing / subscription · 41 reviews · avg severity 2.1/3 · versions 7.144.0, 7.143.1]

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

"Age of Ai – Duo has always been a dorky app, clunky, and a bit of a money grab. I've recently noticed its full change to Ai slop more evidently than ever. It's sad and a bit pathetic that our way or teaching new languages to people relies s" (1★, AU)

4. Soften the redesign backlash [UX / design · 38 reviews · avg severity 2.3/3 · versions 7.144.0, 7.143.1]

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

"Hi – Hi I love this App and it is making me get an A + on my Spanish class but there is one thing

from last year October to this year January I did 83 days and in the middle of it I didn't do one day because I was in the ER and then that on" (5★, AU)

5. Ease paywall pressure [Pricing / subscription · 37 reviews · avg severity 2.2/3 · versions 7.144.0, 7.143.1]
Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
"Gotten very stingy over the years – I've been on this for 2000 days straight. Finished the Russian course, which is a half-sized one. I've watched it get harder and harder to play free on this, and even paid they're making it harder to get " (2★, CA)

6. Reduce ad frequency and length [Ads · 23 reviews · avg severity 2.2/3 · versions 7.144.0, 7.143.1]
Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.
"Ruined by AI, frustrating ads and impossible daily assignments – Just stay away from this app unless you love being frustrated and hate learning anything." (1★, US)

7. Ship the most requested feature [Feature requests · 22 reviews · avg severity 1.8/3 · versions 7.144.0, 7.101.1]

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

"Great App!...But could improve – I love duolingo it's a fun way of learning a new language or music, maths and chess! Great educational app, and it works!!! After a week I found myself actually remembering words and phrases! Sadly I don't g" (3★, AU)

8. Fix notifications [Bugs · 18 reviews · avg severity 2.0/3 · versions 7.144.0, 7.143.1]

Check notification delivery and let users control frequency in settings.

"The duo experience☐☐ – The first time I saw the feather on my pillow, I assumed it was a fluke. A stray piece of down from my duvet. But the feather was neon green, unnaturally vibrant, and smelled faintly of ozone and old blood. I had sta" (1★, AU)

9. Make trials and renewals transparent [Pricing / subscription · 10 reviews · avg severity 2.2/3 · versions 7.144.0]

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

"Disappointed – I started using this app almost a year ago, and my first impressions were genuinely positive. However, things went downhill from there. I was offered a one-week trial of the Plus plan, but I never received the promised remin" (1★, GB)

10. Stop data / progress loss [Bugs · 9 reviews · avg severity 1.9/3 · versions 7.144.0, 7.143.1]

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

"Useless and uses AI – Downloaded the app to learn Italian and got a 500 day streak. Lost the streak when I uninstalled because they added AI to the app. I still can't speak any more Italian than I could when I first downloaded. Waste of tim" (1★, AU)

Method: Apple's public customer-reviews RSS feeds (most recent reviews, spread across up to 15 storefronts) and 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.