

App Store complaint report

Facebook · Meta Platforms, Inc. · current version 584.0.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-14 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	2.86
Reviews with a complaint	117 (39%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.53 from 28,859,007 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	56	2.3	584.0.0 (43), 583.0.0 (13)
Ads	48	2.0	584.0.0 (28), 583.0.0 (20)
Feature requests	32	2.1	584.0.0 (23), 583.0.0 (9)
UX / design	26	2.0	584.0.0 (16), 583.0.0 (10)
Crashes / freezes	8	2.6	584.0.0 (7), 583.0.0 (1)
Performance	7	2.3	584.0.0 (4), 583.0.0 (3)
Pricing / subscription	6	2.1	584.0.0 (4), 583.0.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
584.0.0	205	2.8	40%
583.0.0	95	3.0	37%

Representative quotes

Bugs

“Messenger issues – It has blocked me from messenger and any of the steps for the restoration isn’t working. Their face app recognition either isn’t working or glitches and doesn’t complete” (1★, v584.0.0, CA, 2026-10-21)

“Facebook messenger – Will let me read messages but not allowed to reply back, no idea why, or how to fix issue. Facial recognition will not work either.” (1★, v584.0.0, CA, 2026-10-19)

Ads

“Too many ADS – I see ads everywhere and reels of pages I don’t follow. Everything in my feed is nothing but ads and random pages. Prime, YouTube, every app has turned into an ad frenzy all in one sitting I deleted the app and will with the others, social media” (1★, v583.0.0, CA, 2026-10-14)

“Worst app, zero morals – Adverts galore, meta ai is like a rash that you can’t scratch. You report clear harassment, bullying, explicit content yet, they are never removed etc. Didn’t hold too much hope for FB and didn’t think it’ll get worse. Oh, I was so wro” (1★, v583.0.0, GB, 2026-10-18)

Feature requests

“Too many adds while watching reels – Way too many ads! One every 40 seconds while watching a single reel? That’s absolutely insane! ☹️ I’ve practically stopped using Facebook because I barely see updates from my friends and family anymore, and I doubt they see” (1★, v583.0.0, CA, 2026-10-18)

"How can they mess up notifications so badly! – Facebook has the most ridiculous notification system. So AI thinks which notification I would like to see first? Eh are you stupid? I want to see the most recent first and not having to navigate my RECENT ACTIVITY" (1★, v584.0.0, GB, 2026-10-21)

UX / design

"Iphone and fb – Horrible interface when operated from iphone. My paid add stats are not showing me anything but how much i was charged." (1★, v583.0.0, CA, 2026-10-17)

"What a Joke – Facebook has become a total joke. Almost impossible to navigate settings or change passwords. What a waste!!" (1★, v584.0.0, CA, 2026-10-20)

Crashes / freezes

"This page isn't available at the moment – App keeps on crashing. I can't do anything on Facebook" (1★, v583.0.0, GB, 2026-10-17)

"Still a lot of problem – Crashing still a lot, sounds gone too, flickering the platform etc..... please fix it" (1★, v584.0.0, GB, 2026-10-20)

Performance

"Uploads crash – Periodically when i republish a IG or FB story it locks up trying to upload. Takes 1+ hours and eats battery I have to delete the app and reinstall it. WHISKEY TANGO FOXTROT" (2★, v584.0.0, US, 2026-10-22)

"Too much Adds and too much slow sometimes – How many advertisement you want to one video. Feels boring. Just 1 advertisement or 2 per video. Keep your head up not down with too much advertisement. Thanks" (1★, v583.0.0, GB, 2026-10-16)

Pricing / subscription

"Awful platform with no support – I've been waiting for a month for support with access to my account after it was randomly disabled with no reason. My business is impacted and I'm actively losing money- I'm a meta verified subscriber and the level of human sup" (1★, v583.0.0, GB, 2026-10-17)

"Not for profit organisations cannot afford the new fb charges – You recently converted a not for profit voluntary organisation's page that I manage on to the new Meta One plan. I now can't post with links more than twice a month unless I pay fb \$50 a month whi" (1★, v584.0.0, GB, 2026-10-22)

The 10 most important fixes

1. Improve content quality [Feature requests · 46 reviews · avg severity 2.0/3 · versions 584.0.0, 583.0.0]

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

"Fascist slop factory – Bots are given free reign to agitate for pogroms because it keeps illiterate people addicted to doomscrolling through content that makes them ill, but the second anyone uses an aubergine emoji in any context their acc" (1★, GB)

2. Reduce ad frequency and length [Ads · 44 reviews · avg severity 2.1/3 · versions 584.0.0, 583.0.0]

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

"Face book review – Facebook has changed considerably over the years. I am disappointed to say that today's version is not as enjoyable as it once was because it now contains so many ads it is getting boring where I am wondering whether to c" (3★, CA)

3. Fix login / account access [Bugs · 29 reviews · avg severity 2.5/3 · versions 584.0.0, 583.0.0]

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

"Opting out due to complex login – I'm choosing not to use the Facebook app because logging in is unnecessarily difficult. Please make sign-in simpler and less restrictive." (1★, CA)

4. Soften the redesign backlash [UX / design · 30 reviews · avg severity 1.9/3 · versions 584.0.0, 583.0.0]

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

"Facebook changes – Facebook keeps me in touch with friends who I don't see very often, new friends too with " things in common" I spend most of my time deleting reels, adverts, posts from people I don't know and posts from people whom I don'" (3★, GB)

5. Answer support requests [Bugs · 19 reviews · avg severity 2.4/3 · versions 584.0.0, 583.0.0]

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

"Ok for connection awful for support – Facebook customer service has an automation filter feature

which allows abuse and slurs by trolls which is never addressed accurately” (1★, GB)

6. Simplify navigation [UX / design · 12 reviews · avg severity 1.9/3 · versions 584.0.0, 583.0.0]

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

“Cumbersome support – Enjoy content, however, had an issue where my card was charged for an advertisement that was fraudulent. Since, cannot advertise due to that occurrence (5-6 years ago). FB wants its \$12 regardless. As well, cannot break” (2★, US)

7. Ship the most requested feature [Feature requests · 12 reviews · avg severity 1.9/3 · versions 584.0.0, 583.0.0]

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

“Bring back old FB – Is it me or is FB now about unwanted adverts and feeds no matter how many settings still more than 50 adds / Reels then crash and old posts from friends just repeated, still like FB but hate the Meta add ons and random s” (3★, GB)

8. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.5/3 · versions 584.0.0]

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

“Good way to reunite with loved ones and reunite with people from your past – I love Facebook for letting me be able to find long lost friends and family that live all Over the world. The bad part is that this app is always spying and on ” (3★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.5/3 · versions 584.0.0]

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

“Crapbook – Over all use sucks, app stalls out and lags while scrolling. Sometimes crashes.” (1★, CA)

10. Fix notifications [Bugs · 6 reviews · avg severity 1.9/3 · versions 584.0.0, 583.0.0]

Check notification delivery and let users control frequency in settings.

“Notification sounds – Nope still have no push notification sounds since February Both my Facebook app and my device have the same settings There is NO FOCUS ON everything switched on” (1★, 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.