

App Store complaint report

Gmail - Email by Google · Google · current version 6.0.261012

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.77
Reviews with a complaint	255 (85%)
Storefronts	US 150, GB 100, CA 50
All-time App Store rating (US)	4.71 from 2,447,620 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
UX / design	190	2.0	6.0.261012 (126), 6.0.261005 (35), 6.0.260914 (5)
Bugs	95	2.3	6.0.261012 (33), 6.0.261005 (21), 6.0.260817 (6)
Feature requests	77	2.0	6.0.261012 (34), 6.0.261005 (12), 6.0.260914 (7)
Performance	25	2.5	6.0.261012 (9), 6.0.261005 (4), 6.0.260907 (2)
Crashes / freezes	17	2.8	6.0.261012 (6), 6.0.260824 (2), 6.0.260817 (2)
Ads	8	2.0	6.0.261012 (4), 6.0.260928 (1), 6.0.260803 (1)
Pricing / subscription	7	2.2	6.0.261012 (3), 6.0.260727 (2), 6.0.261005 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.0.261012	159	1.5	90%
6.0.261005	52	1.7	85%
6.0.260928	12	3.1	58%
6.0.260921	10	2.6	60%
6.0.260914	10	1.9	90%
6.0.260907	8	1.6	88%
6.0.260824	9	2.3	67%
6.0.260817	9	1.8	78%

Representative quotes

UX / design

“Unusable after latest design updates – This used to be my go-to app. But after the new design updates, the UI has become unreadable. All of these lines (horizontal separators) between rows just make the entire screen blur together. I’m jumping ship.” (1★, v6.0.261012, US, 2026-10-20)

“Very Poor UI, poor accessibility – I am someone with a visual impairment, the new UI is unusable for me. They have made the app extremely difficult to read. Hard to believe designers are actively making the user experience more hostile and difficult. Why? Pl” (1★, v6.0.261012, US, 2026-10-20)

Bugs

“Delegated access issue – No way to toggle between email accounts with delegated access. They’re all lumped in under one inbox. That makes the Gmail app basically unusable for anyone who regularly manages a delegated inbox but maintains a personal/work account.” (1★, v6.0.261012, US, 2026-10-22)

“Naseer – The app has a problem now when you open the app it say “no internet connection” and you are not receiving new emails nor you can send emails please sort out the issue” (5★, v6.0.260727, GB, 2026-08-08)

Feature requests

“Please revert UI Change! – Absolutely nowhere in any of the recent updates and patch notes did you say you’d be changing the app UI. The newest UI is so ugly and disorienting that I’m going to have to stop using the gmail app and go back to the Apple mail app.” (1★, v6.0.261012, US, 2026-10-20)

“hide delegated accounts – You chose to spam my mail box with all the emails coming from delegated accounts. I just need access to these accounts but don’t necessarily want them emails to be received and displayed all over the place on the app. I’m gonna move ” (1★, v6.0.260921, GB, 2026-09-29)

Performance

“I hate this app – I have to hit reply and exit out at least 5 times before I can actually type a reply. Drafts vanish or won’t load, the typing lags so badly constantly and I’ve tried every fix I can possibly find online. I hate that this is the only option fo” (1★, v6.0.261005, CA, 2026-10-18)

“Takes longer to load – I hate the squiggle line loading icon. Not only is it visually irritating, but it indicates that the path to loading is not straight. There’s so much bloat to this app that it does take significantly longer to load simple tasks like open” (2★, v6.0.261012, US, 2026-10-20)

Crashes / freezes

“Crashing – Tap on the Google Gmail icon and the screen flashes comes up with a white screen and then immediately collapses back to the icon. Please saw this or I am going to leave Gmail permanently.” (1★, v6.0.260727, GB, 2026-08-09)

“New update is terrible - keeps crashing – I can barely write an email on the new version of the app without it crashing. There was nothing wrong with this app and now it’s unusable.” (1★, v6.0.261012, US, 2026-10-22)

Ads

“Recent UI changes – 10/20/26: The latest UI updates (changing the color of the star and the weird new spacing) are so jarring and it’s frustrating there’s no way to revert back to the old UI. That, paired with all the ads in Gmail, is finally pushing me to use” (1★, v6.0.261012, US, 2026-10-20)

“Disgusting amount of ads – Gmail is pretty much given up on being a good service.” (1★, v6.0.261005, US, 2026-10-17)

Pricing / subscription

“Upgraded to AI subscription and now GMAIL crashes every time I am on it – Warning if you upgrade your Google account your Gmail will crash so much like mine does and the app shuts down. So annoying.” (1★, v6.0.260824, GB, 2026-09-08)

“...redesigns on us with no way of customising or changing the look of the app. Paid workspace user of 10+ years and a Google partner who pays Google £700/month on behalf of clients and really annoyed. I may now finally have to move to a third party mail app. Sor” (1★, v6.0.261005, GB, 2026-10-19)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 167 reviews · avg severity 2.1/3 · versions 6.0.261012, 6.0.261005]

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

“New update layout – The new update layout is super ugly. The old one looked nicer and was also more practical. Give me my old layout back!!!!!!!!!!!!!!!!!!!!” (1★, US)

2. Simplify navigation [UX / design · 96 reviews · avg severity 2.1/3 · versions 6.0.261012, 6.0.261005]

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

“New UI is terrible – Posting what might be my first ever app review because I honestly hate the new UI. It’s vastly less usable, more visually cluttered, and less accessible. It’s incredibly hard to tell the difference between read and unre” (1★, US)

3. Ship the most requested feature [Feature requests · 66 reviews · avg severity 1.9/3 · versions 6.0.261012, 6.0.261005]

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

“Mark As Unread has been removed! – Bring back the ability to Mark As Unread on Mobile. I often open things on Mobile to realise that I need to view them on my computer later. I would mark them as unread so they catch my immediate attention ” (1★, GB)

4. Fix login / account access [Bugs · 20 reviews · avg severity 2.5/3 · versions 6.0.261012, 6.0.261005]

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

“Glitching out, can’t even see my emails – I don’t know why I can’t even see my emails on this stupid app. I’ve had a yahoo email since I was like 14, and never have problems with it. And now everyone seems to think you need a Gmail account ” (1★, CA)

5. Fix features broken by the latest update [Bugs · 15 reviews · avg severity 2.1/3 · versions 6.0.261012, 6.0.261005]

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

“mark as unread no longer working – mark as unread button does not work in latest few updates” (3★, US)

6. Stop data / progress loss [Bugs · 13 reviews · avg severity 2.3/3 · versions 6.0.261012, 6.0.261005]

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

“emails don’t sync properly ever!!! – It’s almost 2027 now and this app has had the same issue forever now! If you add any email accounts from “hotmail”, or “IMAP”, basically anything that isn’t “gmail”, it doesn’t work properly. Sent e-mail” (1★, CA)

7. Fix in-use crashes and freezes [Crashes / freezes · 10 reviews · avg severity 2.8/3 · versions 6.0.261012, 6.0.261005]

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

“F Terrible – Whatever they did for the update, it’s a total fail. App keeps crashing as I try to respond to emails. Completely unusable.” (1★, US)

8. Answer support requests [Bugs · 10 reviews · avg severity 2.5/3 · versions 6.0.261005, 6.0.260921]

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

“...like this can’t just be an oversight, but some sort of intentional choice to not implement the feature. Poor. I received a response with two links to completely unrelated issues. The attachment was a PDF and it wasn’t a sync issue. The Gm” (1★, GB)

9. Fix crash on launch [Crashes / freezes · 6 reviews · avg severity 2.9/3 · versions 6.0.260824, 6.0.260928]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“All Google apps keep crashing – Just started this afternoon. No changes to network, phone usage, etc. Gmail, Gemini and Google Calendar crash within a minute of being opened. Tried logging out, uninstalling, reinstalling, hard restart. Noth” (1★, CA)

10. Cut battery / storage use [Performance · 6 reviews · avg severity 2.1/3 · versions 6.0.260713, 6.0.261012]

Check background activity, location use and cache size.

“Massive battery drain – Recently, my iPhone battery has drained much quicker than normal. I found out that Gmail was using a quarter of my battery even though I wasn’t ever actively using the app. I uninstalled it and my battery is back to ” (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.