

App Store complaint report

Google Meet · Google · current version 381.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2024-06-10 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.69
Reviews with a complaint	166 (55%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.76 from 2,332,732 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	147	2.3	268.0 (16), 322.0 (8), 377.0 (7)
Feature requests	57	2.0	268.0 (4), 298.0 (4), 333.0 (3)
UX / design	32	2.0	298.0 (3), 333.0 (2), 300.0 (2)
Crashes / freezes	22	2.6	322.0 (4), 377.0 (2), 268.0 (2)
Performance	16	2.2	336.0 (3), 364.0 (2), 377.0 (2)
Pricing / subscription	2	2.7	266.0 (1), 296.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
381.0	2	1.0	100%
380.0	10	2.9	50%
379.0	4	4.0	25%
378.0	5	1.8	40%
377.0	10	2.6	70%
376.0	6	1.8	67%
375.0	6	2.8	50%
374.0	12	2.2	50%

Representative quotes

Bugs

“After new update ☹☹ - Unfortunately, the app stopped working after the new update. I tried deleting and reinstalling it, but the issue remains. FYI I’m with ISO18.7.1” (1★, v327.0, GB, 2025-10-03)

“Piece of thrash - Does not work on desktop - constantly broken piece of vibe coded thrash” (1★, v367.0, GB, 2026-07-15)

Feature requests

“Important features gone - My young daughter and I used to enjoy sending silly in-app drawings and short text messages to each other while we were apart for weeks, but this has now been removed. She is too young to have a mobile phone so we used this a means of” (1★, v333.0, GB, 2025-11-24)

"App notes gone ..? – Sadly the app notes are gone please can these feature be reapplied. It was nice to send somebody communication as I don't have wats app this was perfect. Thank you" (1★, v343.0, GB, 2026-02-02)

UX / design

"Google not meet – Worst app ever need hours of time to send link or expect the link to just get connected to say hello, who design this? First great person can make better app just with AI." (1★, v364.0, CA, 2026-07-03)

"ANNOYING – When I was trying to sign in, it told me my password was wrong even though it was correct. It also made me read a word that was in weird font. I tried it for 10 minutes and nothing happened, DONT GET THIS APP" (1★, v380.0, US, 2026-10-17)

Crashes / freezes

"App keeps crashing – App keeps crashing on the new iPhone 16. Works fine with the same IOS installed on my 14 pro max. Please fix this" (1★, v274.0, CA, 2024-11-07)

"Video call not appearing in home screen – When i get video call and get out to home screen or to any other app it closed camira and cant see people who in call and they can see me when i use my iphone" (1★, v300.0, CA, 2025-04-04)

Performance

"It won't load – It takes forever + I called my friends many time and non of them will show up. I try to go to my screen when the call but they can't hear me and I can't see them it just at the empty home page I hate it!!!!" (1★, v258.0, CA, 2024-08-23)

"Worst Video Calling App Ever – The era of Duo was the best, ever since it became G-Meet,(since yeaarssss) the quality of calling is dropped. *) The calls drops automatically and suddenly. *) Theres always voice and sound issue *) The quality of image is bad " (1★, v364.0, GB, 2026-06-23)

Pricing / subscription

"Google meets – Absolutely frustrating compared to ZOOM sent me in a downward spiral couldn't join the meeting wasted money!!!!" (1★, v296.0, GB, 2025-03-08)

"Please unban iOS 15 users – Dear Google, Please unban users with iOS 15. I live in a poor country, i.e. Iran, and I can't afford to buy a new device because everything is too expensive in Iran. Zoom is filtered and Skype is awful and I'm about to lose my job." (5★, v266.0, CA, 2025-04-12)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 31 reviews · avg severity 2.1/3 · versions 322.0, 298.0]

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

"Used to be great – Until it suddenly won't let me use it at all bc my iPhone 8 needs the previous version to use on my phone so since I don't have a new iPhone it suddenly is useless to me in its entirety. Deleting it off my phone because I" (1★, US)

2. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.9/3 · versions 266.0, 333.0]

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

"Bring back the video notes! – I started using this app during the pandemic to stay in touch with my parents on the other side of the country. I loved the video note option in being able to send them small video messages on a more regular ba" (4★, CA)

3. Fix features broken by the latest update [Bugs · 19 reviews · avg severity 2.1/3 · versions 298.0, 322.0]

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

"Updated not working – Hey so i can see that a new update was done and i can see that sum bug are fixed. But i cant call or receive any call from meet ☹" (2★, CA)

4. Fix login / account access [Bugs · 12 reviews · avg severity 2.5/3 · versions 359.0, 380.0]

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

"Can't "join" a call unless I'm logged out – When I click on meeting links, I'm forwarded to a "preview.app.goo.gl/..." link which opens the app in the app store instead of the call in the meet app. There's no way for me to manually enter the " (1★, GB)

5. Fix in-use crashes and freezes [Crashes / freezes · 10 reviews · avg severity 2.3/3 · versions 292.0, 377.0]

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

“Terrible experience – This app doesn’t work. Can’t make calls. Can’t even give feedback. I have a screen recording that I can share with google. It’s just not working. This review is specific to my case. It may work for others. Years afte” (1★, CA)

6. Fix crash on launch [Crashes / freezes · 7 reviews · avg severity 2.8/3 · versions 322.0, 292.0]

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

“Bug needs to be fixed – Can’t open the app since last update.” (1★, CA)

7. Speed up loading [Performance · 8 reviews · avg severity 2.3/3 · versions 336.0, 364.0]

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

“Literal worst – laggy, echoes, mutes own call and on the other end, volume problems, connection problems and more to list. was better when it was google duo” (1★, GB)

8. Fix notifications [Bugs · 9 reviews · avg severity 2.0/3 · versions 380.0, 381.0]

Check notification delivery and let users control frequency in settings.

“Do better – This app is so irritating. Every time I call someone it rings on my end but only shows up as a notification for them and it’s the same on my end. I hate this app so much and it’s the only way I can all my sisters since they have” (1★, US)

9. Simplify navigation [UX / design · 7 reviews · avg severity 2.1/3 · versions 298.0, 333.0]

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

“New bad update – Why google products became more confusing and useless after every update, the reason for what i am saying is, i can not see delivery, on contact screen, when i want to move between messages, mistaking, screen move somewhere” (1★, GB)

10. Stop data / progress loss [Bugs · 5 reviews · avg severity 2.6/3 · versions 354.0, 268.0]

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

“Old feature should be returned – Had a feature where you could draw or leave video and voice messages behind . I’ve now lost all my video messages. It was such a cool easy feature not sure why it was removed . If it can be put back with my ” (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.