

App Store complaint report

Grammarly: AI Keyboard & Voice · Superhuman Platform Inc · current version 15.3.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-02-25 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.84
Reviews with a complaint	90 (30%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.66 from 226,957 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	60	2.1	15.1.1 (10), 15.2.0 (9), 15.0.0 (9)
Pricing / subscription	34	2.2	15.2.0 (6), 15.1.1 (4), 14.1.0 (4)
Feature requests	20	1.9	15.1.1 (4), 15.2.0 (3), 15.0.0 (2)
Performance	18	2.3	15.1.1 (4), 14.2.1 (3), 15.0.0 (2)
UX / design	17	2.0	15.2.0 (3), 15.1.1 (3), 15.0.0 (1)
Crashes / freezes	7	2.6	15.0.0 (2), 14.2.1 (2), 14.1.0 (1)
Ads	1	1.7	14.0.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
15.3.0	1	4.0	100%
15.2.0	41	3.6	39%
15.1.1	41	3.9	27%
15.1.0	5	4.2	20%
15.0.0	35	3.6	31%
14.2.1	18	3.9	33%
14.2.0	4	2.8	25%
14.1.0	19	4.1	26%

Representative quotes

Bugs

“Not working ! – There are a lot of issues with the keyboard! It is deleting text, correcting things to gibberish and/or not making actual corrections at all!” (1★, v15.2.0, US, 2026-10-15)

“Loved it, but I have to swap to the keyboard 5 times before it won’t crash – the keyboard keeps crashing; swapping to the default keyboard on IOS. I even had problems with it while writing this review. having similar issues with the Google Chrome extension and” (2★, v15.0.0, CA, 2026-10-06)

Pricing / subscription

“Why would anyone want to pay for this – Do not pay for a subscription, do not download this app. This is a scam. No one says much about these things in the reviews. All they say is oh it’s so

wonderful, helps so so much. WRONG. I tried this and spelling was wr" (1★, v14.1.0, GB, 2026-09-04)

"Grammarly treats users poorly – Was a paid subscriber for eight years. After a billing interruption that was out of my control (stolen credit card), they booted me off my legacy pricing and want me to pay more than double to resubscribe. They refused to reinst" (1★, v13.0.0, CA, 2026-07-09)

Feature requests

"Feedback: protecting original notes from unwanted AI rewrites. – Hello Grammarly Support, I use Grammarly to improve my writing, particularly to identify grammar mistakes, spelling errors, and unclear sentences. However, I have experienced difficulties with " (1★, v15.1.1, US, 2026-10-09)

"Rewriter is a □ – I never would have called Grammarly a world-class proofreader—not the free version. That doesn't mean it's bad: it still catches basic errors and misspellings while not trying to correct obscure words (Dsungaripterus). It also provides synonym" (3★, v15.1.1, US, 2026-10-11)

Performance

"Doesn't care about the grammar; has OPINIONS; slows everything down – - Doesn't "see" a simple typo - Doesn't mark an awkward verb form - Doesn't mark an absent word. What it does? - Insists on semicolon - Insists on "stronger verbs" - Suggests "premium edits" (1★, v15.2.0, GB, 2026-10-19)

"This app has wreaked havoc on my iPhone. – Everything is fine; then I go to send. It knocks me out of whatever I'm in, losing all progress. It has slowed my phone down considerably because it wants to stay open all the time when I'm not using it. So basically," (1★, v14.1.0, CA, 2026-09-15)

UX / design

"No – I find the interface in FB messenger truley anoying. Some Spell chechs involve multiple pop ups.. For one word. Nope!" (1★, v13.0.0, CA, 2026-07-25)

"The latest AI update to Grammarly has ruined it. – As a dyslexic, Grammarly was originally a god send to me. I used it to check everything I typed on my phone, emails, texts, personal or for work, the gamut. But since the latest AI update its impossible to use" (1★, v14.0.0, GB, 2026-09-01)

Crashes / freezes

"Full of bugs – The idea is great but it's depends how you planing to use it. I am using for the emails spelling check, and it keeps freezing not only Grammarly itself but all outlook. Basically unusable for emails" (1★, v14.2.1, GB, 2026-09-25)

"Crash – The app is crashing constantly." (3★, v14.2.1, CA, 2026-09-28)

Ads

"Bad – Stop giving me your ads and dont give me an ai reply" (1★, v14.0.0, GB, 2026-08-22)

The 10 most important fixes

1. Improve content quality [Feature requests · 29 reviews · avg severity 2.1/3 · versions 15.1.1, 15.2.0]

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

"Used to be much much better – I had Grammarly Premium subscription before, it had some shortcomings but wasn't as bad as it is now. Problem, I find is that; in their suggestions they're hell bent on pushing American English and don't under" (3★, GB)

2. Justify or adjust the price [Pricing / subscription · 16 reviews · avg severity 2.3/3 · versions 14.1.0, 15.2.0]

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

"This is not worth it – This app is so horrible. I pay around 200 and something just to waste my money at this point. I don't not recommend this app now. I can't even get my refund but it's whatever just horrible app." (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 13 reviews · avg severity 2.4/3 · versions 15.1.1, 12.2.1]

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

"Not worth it – First of all I cancelled this and they still charged me 150 dollars out of the blue a year later. Second of all It does not do anything a normal AI bot can do. The grades it gives are not accurate and you can get the other p" (1★, US)

4. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.1/3 · versions 15.2.0, 15.1.1]

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

"Add Grammarly Keyboard – Can't use your app on iPhone as you are pitching me your keyboard and pushing me to install it without providing an option to decline. No I DON'T WANT TO HAVE YOUR KEYBOARD INSTEAD OF MINE I just want to get an opti" (1★, GB)

5. Answer support requests [Bugs · 11 reviews · avg severity 2.2/3 · versions 15.2.0, 15.1.1]

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

"Support for customer service is poor – No customer service at all!!! If you get stuck you are fine!!!" (1★, US)

6. Speed up loading [Performance · 8 reviews · avg severity 2.3/3 · versions 14.2.1, 15.0.0]

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

"Useful – Loads too slowly and doesn't work well on long documents. It's better on PC." (4★, US)

7. Ship the most requested feature [Feature requests · 9 reviews · avg severity 1.9/3 · versions 12.1.0, 15.1.1]

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

"Issue with typing with letters – I would like to use typing letters so that they do not show; it's really hard for me to use voice, please remove thank you" (1★, CA)

8. Ease paywall pressure [Pricing / subscription · 6 reviews · avg severity 2.3/3 · versions 15.1.1, 8.4.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Paid the fee for a year but app stopped after few months !!!! – I paid for one year but exactly when I renewed my iPhone the app asking me to pay again !!" (5★, CA)

9. Simplify navigation [UX / design · 6 reviews · avg severity 1.9/3 · versions 9.3.1, 13.0.0]

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

"Delete Account – Deleting an account should never be hard to do. Make it easier to find and act on." (1★, CA)

10. Stop data / progress loss [Bugs · 5 reviews · avg severity 2.1/3 · versions 14.2.1, 15.1.1]

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

"Some of my work gets deleted – If I use cmd + z on my iPad keyboard, more than what I selected will be deleted. If I use the in app undo button, even more will be deleted. Going between checking my mistakes and closing the tab, an entire pa" (3★, CA)

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.