

App Store complaint report

Grindr - Gay Dating & Chat · Grindr LLC · current version 26.21.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-06-29 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.72
Reviews with a complaint	208 (69%)
Storefronts	US 150, GB 100, CA 50
All-time App Store rating (US)	4.45 from 389,118 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	121	2.4	26.19.0 (34), 26.20.0 (23), 26.17.0 (15)
Ads	100	2.5	26.19.0 (27), 26.20.0 (16), 26.11.0 (12)
Bugs	81	2.5	26.19.0 (17), 26.20.0 (15), 26.17.0 (10)
Feature requests	33	2.3	26.20.0 (7), 26.19.0 (7), 26.21.0 (3)
Performance	29	2.6	26.19.0 (7), 26.20.0 (6), 26.12.0 (3)
UX / design	26	2.2	26.19.0 (7), 26.18.0 (4), 26.21.0 (2)
Crashes / freezes	20	2.6	26.20.0 (5), 26.14.1 (3), 26.17.0 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.21.0	18	1.6	72%
26.20.0	55	1.5	65%
26.19.0	59	1.9	75%
26.18.0	30	1.9	57%
26.17.0	26	1.9	81%
26.16.1	9	2.4	44%
26.16.0	5	1.0	80%
26.15.1	16	1.4	62%

Representative quotes

Pricing / subscription

“Don't bother – This app regularly crashes, and eventually refuses to load. All the usual advice of force stop, refresh cache, restart, etc does not work. Once it's crashed it will never recover. I waited for many weeks for a "solution" that never came - and al” (1★, v26.12.0, GB, 2026-07-26)

“Ads and bots and fake profiles – The free version gives you nothing. It’s so limited that it’s beyond useless. If you get suckered into paying for a membership (I did and regret it a lot) then you can see a few more profiles, but are still painfully limited ” (1★, v26.14.1, CA, 2026-08-20)

Ads

"Obnoxious grinder – Constantly buggy, constant ads I have never seen an app quite as obnoxious as this one. I downloaded it and then I deleted it. So many better ones out there for hooking up. This one is just the most obnoxious talk about pricing not fair at " (1★, v26.20.0, US, 2026-10-08)

"FIX THE APP! – Messages don't load, and profile pictures are swapped on difference messages in your inbox. App freezes and crashes constantly when trying to push ads. Can't tap, message, or browse without an ad popping up every 2 seconds. The heteros get apps " (1★, v26.20.0, US, 2026-10-10)

Bugs

"Ads and girls – This app has so many bugs and glitches now it's insane and barely operable. There's so many ads I get one every time I click on a profile. This app is no longer for guys. It's just a bunch of "straight" guys interested in women. I have so ma" (1★, v26.19.0, US, 2026-10-03)

"banned account – I was with this app for several years and I wouldn't mind being subscribed, but after what happened i realised that the people working there are not professionals. Although I'm not surprised after the app is constantly having problems using it" (1★, v26.17.0, GB, 2026-09-23)

Feature requests

"A shadow of the former app – Ever since they went public the app has been on a steady decline. This became more noticeable during the pandemic and continued terribly so. They ran out of features to hide behind a paywall so they created another paywall to fur" (1★, v26.19.0, US, 2026-10-07)

"Worst app for scams – Is there anyone dumb enough to pay this app \$500 A MONTH!!! for its newest top tier bs? I have a bridge for sale you would be interested in. Devs add new \$500 features but still skip the basic security verification standards all other ap" (1★, v26.21.0, US, 2026-10-21)

Performance

"Biggest rip off known to man – Shocking update as per usual. Dev team must be a bunch of cowboys. A five year or so app and in all those years it has never been stable, not ever! it is still slow, buggy and crashes. Can someone please explain how they can call" (1★, v26.20.0, GB, 2026-10-10)

"Unusable – No-one minds adverts... but the its the sheer length of them on Grindr that makes it so awful. They bring the app crashing to a stop for minutes at a time. It's embarrassingly slow." (1★, v26.14.1, GB, 2026-08-22)

UX / design

"SPAM EVERYWHERE – This app is beyond exploitative and full of fake spam accounts, more than 50% of the people on my grid are BOTS. Even more outrageous is their pricing model for the most poorly designed app with fake accounts and constant harassment with phis" (1★, v26.11.0, CA, 2026-07-14)

"Adverts... – The adverts are extremely intrusive and from bad actors trying to steal information from vulnerable groups. Some looked like potential malware. UI/UX is awful. I wouldn't recommend registering until this company has resolved these issues." (1★, v26.13.1, CA, 2026-08-11)

Crashes / freezes

"Keyboard keeps freezing up when you try to message people – Keyboard keeps freezing up when you try to message people and you need to keep doing a hard close on the app and restart it which becomes quite annoying after a while" (2★, v26.20.0, US, 2026-10-11)

"Ads crash the app – As the title says" (1★, v26.10.2, GB, 2026-06-29)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 86 reviews · avg severity 2.5/3 · versions 26.19.0, 26.20.0]

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

"Horrible, Fake People! My Theory has been right! – I was giving it another go, it was like back in 2015 when I was on here. I know that my theory has been right & this app proves me right that the theory has not been changed. When shari" (1★, GB)

2. Justify or adjust the price [Pricing / subscription · 86 reviews · avg severity 2.5/3 · versions 26.19.0, 26.20.0]

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

"Very poor when you dont pay – For years I've paid for Grindr which is annoying expensive and exploiting a vulnerable group who depend on the app. However since ive cancelled the subscription and the expiry date has passed the Grindr company" (2★, GB)

3. Ease paywall pressure [Pricing / subscription · 56 reviews · avg severity 2.5/3 · versions 26.19.0, 26.20.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often. "Greedy – This company has become to greedy. Features that used to be free before are all now locked behind a paywall. The fact that i can only see 12 people for free is literally insane compared to a fee years ago" (1★, US)

4. Soften the redesign backlash [UX / design · 57 reviews · avg severity 2.4/3 · versions 26.19.0, 26.20.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "Grindr sucks – Grindr used to be a great app. Now the free version is all but useless. They nickel and dime for every little feature. \$500 a month for its new AI feature?!? Hahahahahah. Give me a break. The app is filled with bots, escorts," (1★, CA)

5. Improve content quality [Feature requests · 50 reviews · avg severity 2.5/3 · versions 26.20.0, 26.19.0]

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

"Continues to be trash – Even as a paid user the adds continue, pop up adds while in chat, pop up add while scrolling, constantly! It is trash, full of bot accounts that promote paid xxx services , x content, trans and drugs. If rock bottom " (1★, US)

6. Fix login / account access [Bugs · 35 reviews · avg severity 2.6/3 · versions 26.17.0, 26.20.0]

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

"I can't even use the app – I tried signing up for this app but I won't let me at all. I used different email and phone number and it still says I'm banned when I haven't even had an account yet" (1★, US)

7. Answer support requests [Bugs · 29 reviews · avg severity 2.7/3 · versions 26.20.0, 26.15.1]

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

"Garbage app – Getting banned for no reason been 2 weeks since I've contacted customer support about it and they don't do anything about it kinda sucks when you make friends and can't talk to them anymore" (1★, CA)

8. Speed up loading [Performance · 14 reviews · avg severity 2.7/3 · versions 26.17.0, 26.20.0]

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

"It just barely works anymore... even if you pay for it – Loading and software sucks. Multiple clicks to open profiles, long time on blank profile "loading" page every time before it displays, crashes often" (1★, US)

9. Fix notifications [Bugs · 13 reviews · avg severity 2.2/3 · versions 26.19.0, 26.17.0]

Check notification delivery and let users control frequency in settings.

"Spam and scams – Should be deleted from App Store by Apple. They are sending push notification marketing. Most profiles are fake automated bots. Awful people make this app. Deeply flawed humans." (1★, GB)

10. Rethink usage limits [Pricing / subscription · 9 reviews · avg severity 2.4/3 · versions 26.17.0, 26.14.1]

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

"Out of control – The greed, the constant ads, the many, many extra charges in order to access functions, the increasingly limited amount of profiles you can interact with unless you pay for features that are more expensive than anyone's Int" (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.