

App Store complaint report

Headspace: Sleep & Meditation · Headspace Inc. · current version 8.37.0

Generated 2026-10-20 from the 500 most recent public App Store reviews across 4 storefronts (2025-01-12 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	2.05
Reviews with a complaint	399 (80%)
Storefronts	GB 200, US 150, AU 100, CA 50
All-time App Store rating (US)	4.84 from 973,794 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	225	2.4	8.34.0 (10), 8.16.0 (10), 8.18.0 (9)
Bugs	140	2.4	8.13.0 (11), 8.11.4 (11), 8.15.0 (6)
Feature requests	133	2.2	8.18.0 (10), 8.34.0 (5), 8.15.0 (5)
UX / design	111	2.2	8.18.0 (7), 3.383.3 (7), 8.13.0 (5)
Crashes / freezes	35	2.6	8.13.0 (7), 8.25.2 (3), 3.403.1 (3)
Performance	34	2.4	8.25.2 (2), 3.403.4 (2), 3.403.1 (2)
Ads	10	2.5	3.402.0 (2), 8.15.0 (1), 8.34.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.36.1	4	1.5	100%
8.34.2	6	2.3	67%
8.34.1	2	2.5	50%
8.34.0	19	1.3	74%
8.33.0	6	2.5	83%
8.32.1	5	1.6	100%
8.32.0	5	3.0	60%
8.31.1	4	2.5	50%

Representative quotes

Pricing / subscription

“Do not recommend - Can’t get a free version any more so was tricked into a subscription where they took money straight away. Once I was in the app not a single clickable activity worked. I do not feel less stressed...” (1★, v8.3.3, GB, 2026-03-11)

“Everything is behind a paywall - The app is unusable with a subscription.” (1★, v8.29.0, GB, 2026-08-25)

Bugs

“Hate the app, love the product - The app is so unbearably slow and buggy that i use this less and i would like to. I paid for an annual subscription and I’m going to try to cancel or at the very least not renew. My main issue is with downloaded meditations. ” (1★, v8.27.0, US, 2026-08-11)

“No longer works – The app no longer works. There has been an issue with it for close to a month and the developer has not been very responsive even though I am a paying customer” (1★, v3.407.0, GB, 2026-01-19)

Feature requests

“AI takeover – Used to love this app but cancelled my subscription now. One of the most dangerous (and ironically least Buddhist) things about AI is how we’re literally destroying human connection by turning to it for therapy. So disappointed with Headspace jum” (1★, v3.398.0, GB, 2025-11-16)

“Disappointing – This used to be my favorite app. Now with the overwhelming amount of AI and absolutely ridiculous and annoying pop ups this app is getting deleted. Congrats instead of lowering my heart rate I have increased my rage. Why is it that I HAVE to ch” (1★, v8.19.0, US, 2026-06-16)

UX / design

“Recent changes ruining user experience – I have used this app to sleep every night for years, and the recent changes to the app interface are almost making this feature unusable. Its now completely disorganized and impossible to find any of the sleep essential” (2★, v3.393.0, GB, 2025-10-08)

“Good but Ui design is bad – The app has a great selection of courses and resources but is severely lacking in user friendly interface. If you are doing a course, it’s expected you do it daily. So why wouldn’t the recent courses be on the front page. You have t” (2★, v8.25.2, AU, 2026-08-01)

Crashes / freezes

“Crashing frequently – Apps stuck loading content when I try to open. Have recently been unable to open app without reinstalling every single time. Kinda ruining the mindfulness thing I’m paying for...” (1★, v3.403.4, GB, 2026-01-08)

“It used to be so good :(– It logs me out every time I close the app down and keeps crashing - meaning when I’m feeling anxious or overstimulated I have to go through the rigmarole of logging in each time” (1★, v8.12.1, GB, 2026-04-28)

Performance

“Hasn’t improved – I tried headspace a couple id years ago. I tried again this last couple of months it’s as rubbish today as it was 2 years ago. It feels messy, slow to load any class, music, sleep story. Too much American accents in voices. I moved it from 3” (1★, v3.408.1, GB, 2026-01-23)

“Good meditation but the app is SO SLOW. – The app takes too long to load, to the point it's unacceptable in 2026. There are so many meditations and categories it's tough to chose or understand. Most meditations have no real depth. It feels like this app is” (3★, v8.16.0, US, 2026-05-29)

Ads

“This used to be so great – What happened to this app and company? AI bots, buying up other companies to then sell add-ons, ads or “collaborations” even if you’ve paid for the subscription. It didn’t used to feel like a silicone valley hustle app but now it cer” (1★, v3.387.1, GB, 2025-08-31)

“Headspace don't listen – I have cancelled my subscription to this app because the app is antiquated and doesn't allow you control over what elements of the app you subscribe too. 4 years ago I subscribed to 'Fear of the future'. I did a couple of modules and t” (2★, v8.15.0, GB, 2026-05-22)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 122 reviews · avg severity 2.4/3 · versions 8.34.0, 8.23.0]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“Horrible – I felt stressed, got an ad for this app, looked really good and calming, I download the app create an account and cannot use anything! Trying so hard to make me pay for a mental health app is insane, it’s just insanely greedy the” (1★, GB)

2. Soften the redesign backlash [UX / design · 114 reviews · avg severity 2.3/3 · versions 8.18.0, 8.19.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
“Recent redesign is not positive at all – Would have given this 5 stars but why change the layout of things that don’t need changing? Before, there was an option to set it so that my daily meditation was always 20 minutes without me doing an” (2★, GB)

3. Ease paywall pressure [Pricing / subscription · 90 reviews · avg severity 2.5/3 · versions 8.34.0, 8.15.0]

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

“Not a free app – It’s quite unfortunate how about every feature in the app is behind a subscription paywall. None of that would have been an issue otherwise, but the home page, and just about every other page, in the app highlights only the” (1★, AU)

4. Simplify navigation [UX / design · 90 reviews · avg severity 2.2/3 · versions 3.383.3, 8.18.0]

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

“A bit confusing – I find the content quite good. Not sure if it’s helped. But the app is very overwhelming. There’s so many components to one subject it’s hard to decide what you should be doing. I think it needs an entry level step by step” (3★, GB)

5. Make trials and renewals transparent [Pricing / subscription · 69 reviews · avg severity 2.2/3 · versions 8.27.1, 3.413.0]

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

“Unfortunate – This app has disappointed me twice nice, it gives you the a 14 day free trial then a yearly cost or a 7 day free trial then a monthly cost, that’s all fine however fist time I opted for the 14 day free trial but instantly got ” (2★, GB)

6. Improve content quality [Feature requests · 62 reviews · avg severity 2.4/3 · versions 8.34.0, 8.17.2]

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

“I can never use it in the morning – Always wrong in the morning time. Fed up with it.” (1★, GB)

7. Answer support requests [Bugs · 56 reviews · avg severity 2.3/3 · versions 8.34.0, 3.383.3]

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

“Ebb is a nice idea, just useless in the grand scheme of things – It’s a great app and designed really nicely. Recently discovered the Ebb feature, but it truly lacks the support it’s trying to offer. I’m going through a rough time right now” (2★, GB)

8. Ship the most requested feature [Feature requests · 51 reviews · avg severity 2.0/3 · versions 3.383.3, 3.390.0]

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

“Apple watch app lacking – Love the iOS app but the apple watch app is severely lacking. Only 5 meditations available and you can’t change the setting for any of them. Can we please see a fuller version for the watch? I want sleep casts and ” (2★, AU)

9. Fix login / account access [Bugs · 22 reviews · avg severity 2.6/3 · versions 3.403.1, 8.19.0]

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

“Can’t even log in – Had an account with headspace before now now it doesn’t let me log in. I’ve reset the password and tried signing in with google and SSO. Simply can’t use it” (1★, GB)

10. Fix notifications [Bugs · 25 reviews · avg severity 2.2/3 · versions 3.398.0, 3.390.0]

Check notification delivery and let users control frequency in settings.

“Your health matters but your ☹☹ – I downloaded this app with some optimism. I was honest with it. I was open with it. I turned off as many notifications as I could to avoid being harassed by the app. The genius AI unit told me that I could ” (2★, US)

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.