

App Store complaint report

HER:Lesbian&Queer LGBTQ Dating · Bloomer Inc · current version 6.29.7

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2024-03-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.71
Reviews with a complaint	213 (71%)
Storefronts	GB 150, CA 100, US 50
All-time App Store rating (US)	4.42 from 65,664 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	129	2.5	6.29.6 (14), 6.29.7 (9), 6.29.1 (5)
Bugs	102	2.5	6.29.6 (12), 6.29.7 (7), 6.29.1 (4)
Feature requests	94	2.4	6.29.6 (7), 6.26.3 (5), 6.25.7 (5)
UX / design	28	2.4	6.29.6 (2), 6.26.12 (2), 6.26.1 (2)
Performance	17	2.5	6.24.13 (2), 6.26.12 (1), 6.28.9 (1)
Crashes / freezes	16	2.7	6.26.12 (2), 6.29.6 (2), 6.28.9 (1)
Ads	5	2.2	6.25.0 (2), 6.27.8 (1), 6.22.8 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.29.7	23	1.3	65%
6.29.6	36	1.8	61%
6.29.5	2	2.0	50%
6.29.4	7	1.4	43%
6.29.3	5	1.8	60%
6.29.2	4	2.0	75%
6.29.1	15	1.5	67%
6.28.10	5	2.4	60%

Representative quotes

Pricing / subscription

“Men – Deleted my account after much frustration, everything paywalled but the kicker was the amount of porn pics in profiles. Men full on wearing lingerie shameless engaging in their fetish and the inability to filter trans, non binary and all the other gender” (1★, v6.29.4, GB, 2026-09-11)

“Terrible app – This app was bad but now it’s literally unusable. Before the recent update it was glitchy and obviously it goes without saying a complete cash-grab of making you pay to see more than 3 likes a day and, as a new account, you are going to be flood” (1★, v6.25.10, GB, 2025-10-05)

Bugs

"Doesn't work - I don't know what happened but the app will refuse to open, stating that there is a problem with my internet. I have no problem with connection on any other app or website. The problem persists even if I switch to my data. Virtually unusable now" (1★, v6.28.5, CA, 2026-05-29)

"If you love bugs this app is for you - Nothing works as intended. Crashes constantly. Ended banning me for nudity (all my pictures were portrait) lol" (1★, v6.25.7, CA, 2025-09-10)

Feature requests

"...something, cause I shouldn't have to delete this app because I feel unsafe on it, which I have done. What is the point of the blocking feature, if your app ISNT GOING TO BLOCK THEM FOREVER. I don't want to see that creepy woman anymore, so fix it, PLEASE. Un" (1★, v6.25.7, CA, 2025-09-14)

"Honest opinion? - Setup was easy. Having to crop photos without the option to zoom out meant my face wasn't recognized in half of them until I had to use another app to fix it myself. Still, I wanted to try this out. I heard good things. Unfortunately, as soon" (1★, v6.29.1, CA, 2026-07-27)

UX / design

"...system is buggy, and when someone unmatched, it doesn't clearly explain what happened: it just says "something went wrong," which is confusing. The matches section is also very disorganized, and there's no easy way to remove people I'm no longer interested in" (2★, v6.27.8, CA, 2026-04-18)

"Meh - Sick of the standard hot or not style of swiping. The app interface is too sensitive, I've accidentally swiped no on too many people that I thought were cute and there is no way to reverse those accidents without paying way too much money (as in, get you" (1★, v6.28.10, CA, 2026-07-07)

Performance

"...an account through AppleID, and was able to use the app for all of 2hrs. Closed the app for an hour or two, and now it either won't load at all, or when the login screen does load I can't log in. Trying to log in with AppleID again gives a loading circle with" (4★, v6.21.2, GB, 2024-07-03)

"Glitchy - App randomly logged me out and now I can't load my profile. Lost my matches and the profile. Crashes sometimes too But as far as the dating apps go this one is good for meeting potential dates as it's less commercialised than some others... who hide " (3★, v6.20.24, GB, 2024-05-13)

Crashes / freezes

"Worst app ever - Legit didn't even have the app for 2 weeks made 2 different profiles because they kept freezing my account for no reason they said I violated the rules but I didn't and I tried to contact customer support for them to say we are not unfreezing " (1★, v6.29.7, US, 2026-10-22)

"Mr - Useless app don't even bother to download in the middle of of creating profile received message (profile under review due to connection issues) that's it stuck at it and customer support useless AI no would not connect to a real person to sort issues out..." (1★, v6.28.9, GB, 2026-06-20)

Ads

"Would be higher but boy your ads are ridiculous - I used to enjoy this dating app, but it's now become frustrating and nearly unusable. While I don't get many connections, I still appreciated the few I did make. However, the recent addition of full-page, unsk" (1★, v6.21.6, GB, 2024-08-24)

"Buggy and annoying af - There not just ads and all that. But the app crashed twice in a few months, removing all my active chats probably making someone think I suddenly ghosted them :(Edit: my account got disabled after writing this review.. support isn't t" (1★, v6.25.0, CA, 2025-08-09)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 89 reviews · avg severity 2.5/3 · versions 6.29.7, 6.29.6]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"...don't see updates, or you see a bunch on your phone but when you open the app you see nothing. It's geared at taking your money but not actually working efficiently. I have paid for a month and I'm not going to renew it because I don't thi" (1★, GB)

2. Ease paywall pressure [Pricing / subscription · 71 reviews · avg severity 2.6/3 · versions 6.29.6, 6.26.0]

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

"Don't even bother - I remember when this app actually felt usable without paying. You could connect, have conversations, and figure out if there was a vibe without being nickel and dimed at

every step. Now it feels like almost every basic f” (1★, CA)

3. Improve content quality [Feature requests · 65 reviews · avg severity 2.6/3 · versions 6.29.6, 6.29.7]

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

“...off the bat. Every day I get 2/3 likes off of the same bots. The second plague is the men on this site trying to “prove us wrong” or whatever, most of the time it’s lads who don’t realise this place is for queer women, or they’re cosplayin” (1★, GB)

4. Fix login / account access [Bugs · 59 reviews · avg severity 2.7/3 · versions 6.29.6, 6.29.7]

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

“Not worth it – I just signed up and immediately my account was put on hold. After verifying my identity I tried to log in and then it said my phone number is not a valid phone number. I just asked support to delete my account. If I can’t ea” (1★, CA)

5. Answer support requests [Bugs · 48 reviews · avg severity 2.7/3 · versions 6.29.7, 6.29.6]

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

“Dismissive, uncommunicative, unsupportive Customer Service – My account was ultimately banned after 4 days. I received an email from support that I violated community guidelines with no explanation and said it was under review. Over a week ” (1★, US)

6. Rethink usage limits [Pricing / subscription · 29 reviews · avg severity 2.6/3 · versions 6.26.12, 6.26.11]

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

“Terrible app – Why can’t I see who’s liked me..? Why am I only allowed to see 3 likes per day? Why is there such a small limit on how many swipes I have per day? Why do I not have at least 1 graceful ‘undo’ when I accidentally rejected some” (1★, GB)

7. Soften the redesign backlash [UX / design · 26 reviews · avg severity 2.6/3 · versions 6.26.3, 6.29.7]

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

“Awful recent update ruined the app – Newest update completely ruined the app and the overall user experience. The new layout is absolutely horrid and ruined the user experience” (1★, CA)

8. Fix notifications [Bugs · 15 reviews · avg severity 2.4/3 · versions 6.29.6, 6.26.12]

Check notification delivery and let users control frequency in settings.

“No upkeep – The app is full of bots, cis men and fake profiles. It gives you false message alerts and is just buggy in general- from UX to notifications. Really a shame.” (1★, CA)

9. Ship the most requested feature [Feature requests · 15 reviews · avg severity 2.2/3 · versions 6.21.2, 6.29.1]

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

“More noise than proper functions – Not often that I would write a review but Her has become anything but usable. All functions yiu want to get a match are gone. It’s like a newspaper with articles you don’t care. Now even matches go into th” (1★, GB)

10. Make trials and renewals transparent [Pricing / subscription · 12 reviews · avg severity 2.4/3 · versions 6.29.6, 6.22.4]

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

“Charged for a “free gift” 7 day trial – I was offered a “free gift” 7 day trial. And was instantly charged \$44?! I cancelled it and it still has charged me for a month. Terrible.” (1★, 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.