

App Store complaint report

Hinge Dating App: Match & Date · Hinge, Inc. · current version 10.9.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (295 classified by AI)
Average stars (these reviews)	2.88
Reviews with a complaint	107 (36%)
Storefronts	CA 200, US 50, GB 50
All-time App Store rating (US)	4.41 from 1,132,988 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	53	2.4	10.8.0 (10), 10.7.0 (8), 10.5.0 (7)
Bugs	43	2.5	10.9.0 (6), 10.8.0 (5), 10.7.0 (5)
Feature requests	26	2.0	10.8.0 (9), 10.9.0 (6), 10.4.0 (4)
UX / design	14	2.0	10.8.0 (6), 10.7.0 (2), 10.4.0 (2)
Performance	10	2.2	10.9.0 (3), 10.1.0 (2), 10.8.0 (1)
Crashes / freezes	6	2.6	10.9.0 (2), 10.8.0 (1), 10.7.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.9.0	54	2.5	30%
10.8.0	66	3.5	32%
10.7.0	25	2.6	48%
10.6.0	16	3.4	31%
10.5.0	23	2.6	48%
10.4.0	27	3.3	37%
10.3.1	10	3.0	10%
10.3.0	11	2.1	45%

Representative quotes

Pricing / subscription

“Getting worse and worse – I used to love Hinge. It had a decent amount of likes per day, they showed me who liked me making it easier to match, and the 1 rose a week was pretty good. I especially liked that unless you fully filled out your profile you couldn’t” (1★, v10.4.0, CA, 2026-09-18)

“Updating location once a MONTH...?! – lol I’m moving and can’t update my hinge for an entire month because of new paywall updates... seriously, who’s gonna pay for premium upgrades on the only features that actually made hinge worthwhile? Unfortunately I will be d” (1★, v10.7.0, CA, 2026-10-10)

Bugs

“Anti-Male Cancel Culture by the Admins – Good luck having any success as a dude on this app, if you’re remotely conservative or traditional they’re just going to ghost ban or ban your account. I

caught them in a blatant lie saying they received reports about m" (1★, v10.9.0, US, 2026-10-22)

"Full of bugs and doesn't work properly – I am a gay man and it is endlessly showing me women, and now non binary people. Dating is stressful enough without spending your evening making a profile and then having to deal with this." (1★, v10.9.0, GB, 2026-10-19)

Feature requests

"great app – please add dark mode and the ability to search through our matches. also the app is getting buggier with every release." (3★, v10.9.0, GB, 2026-10-19)

"Forced face scan with no prior warning – Force you to scan your face, don't warn about it at the very beginning so people don't waste their time filling all the info first... then you can't go back to delete your account yourself and need to waste even more time" (1★, v10.8.0, GB, 2026-10-14)

UX / design

"Terrible – Absolute waste of time unless you are willing to spend an absolute FORTUNE. Very user unfriendly, difficult to navigate and has been completely designed to force you in to extortiate paid membership. Not even had my account for 24 hours and it's a" (1★, v10.8.0, GB, 2026-10-14)

"terrible functionality – app messages bounce back "not delivered" half the time and doesn't send you notifications that you've received them/ won't load them despite sending a notification. just badly designed and difficult to use. also annoying you can only h" (1★, v9.134.0, CA, 2026-08-16)

Performance

"Not great – Latest update makes opening the app take so long my phone turns off before it loads if I don't keep tapping the screen" (2★, v10.7.0, CA, 2026-10-09)

"Flakey – The app has become very slow to open, often freezing and occasionally crashing out." (1★, v10.9.0, GB, 2026-10-21)

Crashes / freezes

"They banned me for no reason 2 times – This app is crazy one person cursed me after complained me they banned my account 2 time and they don't even open" (1★, v10.9.0, US, 2026-10-21)

"“Wow” – I was banned for being black and handsome, actually it said “We couldn't load this screen' check your connection and try a million time” I think y'all should be ban for lying” (1★, v10.4.0, CA, 2026-09-20)

The 10 most important fixes

1. Fix login / account access [Bugs · 36 reviews · avg severity 2.6/3 · versions 10.8.0, 10.5.0]

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

"Steals Personal Information – This app will not even properly do the face verification and won't let me delete my account. Still has my number and photos." (1★, US)

2. Justify or adjust the price [Pricing / subscription · 33 reviews · avg severity 2.4/3 · versions 10.5.0, 10.8.0]

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

"BS – Keep your site it's not worth paying for anyway. The bogus amount of times my profile is removed because I don't want to entertain certain pieces of trash is beyond myself! Keep it and don't catch no lawsuits due to the bs that carry's" (1★, US)

3. Answer support requests [Bugs · 22 reviews · avg severity 2.7/3 · versions 10.8.0, 10.5.0]

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

"Permanently banned for no reason – The other day I was banned from Tinder and Hinge simultaneously for no reason. I did not break any rules. I appealed both bans. Hinge got back to me first saying I was banned because I was banned on Tinder" (1★, CA)

4. Ease paywall pressure [Pricing / subscription · 21 reviews · avg severity 2.4/3 · versions 10.7.0, 10.2.0]

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

"Paying to use the app – Makes no sense why the core features of this app are behind a paywall. But don't worry, they give you a couple free likes before asking you to pay up. What a joke" (1★, CA)

5. Rethink usage limits [Pricing / subscription · 13 reviews · avg severity 2.3/3 · versions 10.2.0, 10.8.0]

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

“Don’t waste your time or money – Horrible. Constant glitches. Messages won’t load or send. You have a limit on the amount of conversations you can have open. Try Match instead.” (1★, CA)

6. Soften the redesign backlash [UX / design · 13 reviews · avg severity 2.3/3 · versions 10.7.0, 10.4.0]

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

“Used to be good – Feel like the app has changed to be more profitable at the expense of people forming connections. Disappointed” (1★, GB)

7. Ship the most requested feature [Feature requests · 8 reviews · avg severity 1.7/3 · versions 10.9.0, 10.8.0]

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

“Passport mode – The only complaint I have about this app is the lack of passport mode. I have matched with multiple people who have put the town I am in as their location but do not live here. Their intention is always to have more than a h” (3★, US)

8. Simplify navigation [UX / design · 6 reviews · avg severity 1.9/3 · versions 10.7.0, 10.8.0]

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

“Confusing – I find hinge to be the most complicated and confusing dating app out there” (1★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 4 reviews · avg severity 2.5/3 · versions 10.8.0, 10.7.0]

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

“was charged twice – they charged me twice for the subscription. how does that even happen?” (1★, CA)

10. Speed up loading [Performance · 4 reviews · avg severity 2.2/3 · versions 10.0.0, 10.7.0]

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

“Glitchy and slow – Glitches doesn't load anything” (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.