

App Store complaint report

Messenger · Meta Platforms, Inc. · current version 584.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 15 storefronts (2026-10-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.73
Reviews with a complaint	78 (26%)
Storefronts	US 203, CA 28, AU 15, MX 11, GB 9, PL 8, BR 7, IN 5
All-time App Store rating (US)	4.66 from 13,852,032 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	57	2.1	584.0.0 (43), 583.0.0 (14)
Feature requests	29	1.8	584.0.0 (22), 583.0.0 (7)
Performance	19	2.2	584.0.0 (16), 583.0.0 (3)
Crashes / freezes	15	2.4	584.0.0 (13), 583.0.0 (2)
UX / design	14	1.9	584.0.0 (11), 583.0.0 (3)
Ads	5	2.2	584.0.0 (3), 583.0.0 (2)
Pricing / subscription	3	2.0	583.0.0 (2), 584.0.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
584.0.0	216	3.7	27%
583.0.0	84	3.8	23%

Representative quotes

Bugs

“Meta AI sucks no support to fix issues. – Have had nothing but issues with “confirm your identify” and no matter what I do that the AI chat recommends it still won’t work and I’ve lost access to my entire messenger account. This is ridiculous there’s no suppor” (1★, v584.0.0, AU, 2026-10-22)

“WTF!lip – What’s the go with this scan face request. It doesn’t work and I’ve tried 5 times now! Deleted and reloaded but same issue ☹☹♂” (1★, v584.0.0, AU, 2026-10-19)

Feature requests

“Customization – I should be able to customize the image background and chat color. The AI feature always barfs out some sad lavender color that does not match a dark, red, or forest-y aesthetic whatsoever and we live in 2026 for crying out loud. This should be” (1★, v584.0.0, NL, 2026-10-22)

“Don’t scroll too hard, you’ll lose messages – I thought vanishing was retired ?! I’m simply scrolling my chat and this option still turns on. Who asked for this?? Disappearing messages turns itself on every time I SCROLL through a chat — a normal scroll — and” (2★, v583.0.0, US, 2026-10-17)

Performance

“Bags – Always bags and sometimes need much time to open chat lags and bags” (1★, v584.0.0, US, 2026-10-21)

“Selfie de Verificação – Terrível, lenta, cheia de falhas e não funciona. Só serve para travar o messenger.” (1★, v584.0.0, BR, 2026-10-22)

Crashes / freezes

“App crashes – App crashed and would not allow me to log in even though the Facebook app works” (1★, v584.0.0, US, 2026-10-19)

“Glitchy – Lately I find it freezes a lot. I have tried updating, uninstalling and reinstalling. I haven’t been overly thrilled with it lately. I gave it 5 stars before, now it’s getting 3.” (3★, v584.0.0, CA, 2026-10-21)

UX / design

“...of taking you back to the Facebook marketplace section of the app it does a pop-up that is web-based that is almost impossible to navigate an extremely inefficient. Typical dumb updates” (1★, v584.0.0, US, 2026-10-19)

“Meta sucks – Can’t sell any items on marketplace because they put a promote button on it. It cost more to promoted than the item is worth you get no views GREEDY” (1★, v584.0.0, US, 2026-10-22)

Ads

“Zuckerberg is a twink – I only use this to keep in touch with a couple friends who don’t have phone numbers. I’d get rid of it if I could. Spyware and predatory ads plague both Facebook and messenger. Zuckerberg should be ashamed of what he has created and wha” (1★, v584.0.0, US, 2026-10-19)

“Notifications With Ads – Notifications with ads or badges for ads get this a 1/5 and I will be disabling notifications for this app.” (1★, v583.0.0, US, 2026-10-16)

Pricing / subscription

“Where’s the mascara? – Contents are not worth the money and mascara was missing.” (1★, v583.0.0, US, 2026-10-15)

“To much junk and spam – Lots of spam and frequent requests for money !” (2★, v583.0.0, US, 2026-10-16)

The 10 most important fixes

1. Fix login / account access [Bugs · 18 reviews · avg severity 2.4/3 · versions 584.0.0, 583.0.0]

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

“Messenger – This app is frustrating app ever won’t let me login into my account at all I have try sending codes to my email address and phone number keeps telling me that the code doesn’t work try again I have tried to reset my password not” (1★, US)

2. Soften the redesign backlash [UX / design · 13 reviews · avg severity 2.2/3 · versions 584.0.0, 583.0.0]

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

“Needs an old update from 2015 – It’s worse than ever links need to tap and back tap lots of times” (1★, AU)

3. Speed up loading [Performance · 8 reviews · avg severity 2.3/3 · versions 584.0.0, 583.0.0]

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

“Slow – Its about time to say good bye to messenger, been using it for a decade but it seems like its way too slow, can’t send video straight away, have to reload multiple times even with 5G connection.” (3★, GB)

4. Fix notifications [Bugs · 10 reviews · avg severity 1.7/3 · versions 584.0.0, 583.0.0]

Check notification delivery and let users control frequency in settings.

“It was good until the notifications ruined it. – I have had the app for a long time. I have notifications on so I know when someone sends me a message. But now I get notifications reminding me of messages that I already READ, 12 HOURS LATER” (1★, US)

5. Ship the most requested feature [Feature requests · 10 reviews · avg severity 1.7/3 · versions 584.0.0]

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

“Facebook is trash – I only use Facebook because there is nothing else. Bring back MySpace.” (1★, US)

6. Answer support requests [Bugs · 5 reviews · avg severity 2.6/3 · versions 584.0.0, 583.0.0]

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

“Avoid Meta at all costs – Meta is an absolute monster of a company. They abuse both their customers and employees. Now they want you to link access to your banking and most precious data to their systems so they can also offer you zero cust” (1★, US)

7. Simplify navigation [UX / design · 6 reviews · avg severity 1.8/3 · versions 584.0.0]

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

“Messenger shortcomings – I wish messenger had notifications of when you got a message like What’s App does. I find what’s app more user friendly as it’s not cluttered with idiotic messages that come out of facebook. Also why is it so hard t” (2★, AU)

8. Fix features broken by the latest update [Bugs · 5 reviews · avg severity 2.2/3 · versions 583.0.0, 584.0.0]

Add regression tests for the features users name in these reviews before the next release.

“Needs fixing – I’m not getting notifications for my other account when I’m not logged in and everything is turned on I was getting notifications before the silly update now it’s not working please permanently fix this it’s for my work messe” (5★, AU)

9. Improve content quality [Feature requests · 5 reviews · avg severity 2.0/3 · versions 583.0.0, 584.0.0]

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

“Indicator app – This app tells me whose my friends are even though it's wrong. Can't add my friends from REAL world because it says so. It is creepy.” (1★, US)

10. Fix crash on launch [Crashes / freezes · 4 reviews · avg severity 2.4/3 · versions 584.0.0, 583.0.0]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Videos – The videos don’t always open when tapped. I have wait sometimes the next day for it open” (5★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.