

App Store complaint report

Notion: Notes, Tasks, AI · Notion Labs, Incorporated · current version 1.7.347

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2024-12-26 to 2026-10-17).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	3.15
Reviews with a complaint	253 (51%)
Storefronts	US 250, CA 200, GB 50
All-time App Store rating (US)	4.78 from 90,434 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	181	2.4	1.7.328 (9), 1.7.345 (7), 1.7.326 (7)
UX / design	95	2.3	1.7.326 (7), 1.7.328 (5), 1.7.333 (4)
Feature requests	94	2.2	1.7.326 (6), 1.7.345 (5), 1.7.329 (4)
Performance	66	2.5	1.7.339 (5), 1.7.340 (4), 1.7.308 (4)
Crashes / freezes	52	2.6	1.7.308 (4), 1.7.313 (3), 1.7.340 (2)
Pricing / subscription	27	2.4	1.7.323 (2), 1.7.344 (1), 1.7.342 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
1.7.346	8	3.0	62%
1.7.345	13	1.8	69%
1.7.344	7	2.3	43%
1.7.343	6	4.3	17%
1.7.342	1	3.0	100%
1.7.341	3	2.3	67%
1.7.340	9	1.9	89%
1.7.339	12	2.7	67%

Representative quotes

Bugs

“BUG over BUGS – Full of bugs on every major use case. This is a clear sign they are not using their own mobile app on daily basis, if they would, they'd see the same problems we all are affected by. 4.8 Rating is not justified at all. The app is not usable.” (1★, v1.7.312, US, 2026-06-12)

“BEWARE! AI feature not supported – I made my upgrade to AI plus in September, everything was working fine until Notion made an update on the app 3 weeks ago. Since then, I received a message that I maxed out the free AI support. If I try to upgrade Again, I am” (1★, v1.7.207, CA, 2025-01-05)

UX / design

“Used to be incredible, but once again has been run down by pointless AI ‘tools’ that nobody asked fo – I’ve been using notion for almost 5 years now, I used to use it almost daily until recently I found a much better app for my notes. I mourn the days of notio” (1★, v1.7.326, GB, 2026-08-03)

“Highly Confusing – I downloaded this app after seeing it advertised for writers. But even after looking up how to use it, the whole layout is so incredibly confusing, I gave up. It’s not much better than Chat GPT but with a space to write. Not what I expected ” (1★, v1.7.315, GB, 2026-06-28)

Feature requests

“disappointing decline – notion has been my favourite note taking and todo list app for years, but now it struggles to even load a single page. trying to just press enter can take 10s of seconds. not to mention unwanted AI features being pushed at every inter” (1★, v1.7.281, CA, 2026-02-13)

“Unintuitive bloat – One of the most unintuitive apps I’ve ever used. Even the AI assistant built-in can’t answer simple questions. I literally just want to create a kanban style board to track projects in 4 stages but there is no ability to add a 4th step in” (1★, v1.7.346, US, 2026-10-14)

Performance

“Still appalling on iOS - any plans for change?? – I tried this app a couple of years ago as I loved it on my laptop, and I decided to try it again because I assumed that by now they should have fixed the iPad/iPhone functionality up a bit. I was wrong. I actua” (1★, v1.7.325, GB, 2026-07-25)

“Notion- not great – Was good at first. With AI- got extremely worse. Extremely slow, app wouldn’t load, anything it “suggested” was out of touch. Wouldn’t recommend if you’re not AI-‘excited’ or if you don’t want to spend ridiculous money on an AI app (not ver” (1★, v1.7.275, CA, 2026-01-15)

Crashes / freezes

“Pasting in iOS crashes the App – This app should be excellent but, among several buggy features, the worst one seems to be that it can't handle any significant pasting of text into the app. When you try to, it crashes and you are forced to force close and reop” (2★, v1.7.234, CA, 2025-05-11)

“Power User - A loss step. – I don’t know what happened nor exactly when, but Notion lost a step in quality and giving user what they want. For me it began a few years ago when I “suddenly” lost the ability on iPhone to drag properties. The support team was s” (2★, v1.7.308, US, 2026-05-24)

Pricing / subscription

“Not good, not worth it – I have paid for the Notion Plus subscription for some time. I was worried when they introduced AI features but I stuck with it because I liked the product and they had been good so far. I regret that now. The app is still horrible and” (1★, v1.7.324, US, 2026-07-24)

“Love notion and the robot hate the greedy app creators and editors – Good ai but the company will charge you a lot for one month and it will say you didnt pay and try to charge you double my account cant download apps until i oayed even though i did pay ahead” (1★, v1.7.296, CA, 2026-04-12)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 56 reviews · avg severity 2.3/3 · versions 1.7.327, 1.7.326]

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

“I Miss the Old Notion – The button for AI is large and centered on the bottom of your screen instead of a search bar like it used to be. There was also a way to turn it off prior and now there isn't. Like yes, it's an inevitable future but ” (3★, US)

2. Simplify navigation [UX / design · 45 reviews · avg severity 2.3/3 · versions 1.7.326, 1.7.315]

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

“Very confusing dashboard – I want this to work but its so hard to find where my stuff is placed. I have 4-5 business dash and there is no clear instructions on where to store data. You should build these things for people who arent that educated” (1★, US)

3. Speed up loading [Performance · 37 reviews · avg severity 2.5/3 · versions 1.7.339, 1.7.340]

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

“Why doesn’t this app ever work!?!?!?! – From insanely slow loading to constant crashes... I can’t waste more time listing all the things that do not work with this app. I’m baffled how, in 2026, a tech company with a great product can’t f” (1★, US)

4. Fix in-use crashes and freezes [Crashes / freezes · 33 reviews · avg severity 2.6/3 · versions 1.7.308, 1.7.313]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Recent update issue – The latest updates have been absolutely horrible on mobile, it makes editing a near impossible task when trying to colour the sections with the options, it causes phone to freeze or just kicks me out. It has been the s” (1★, CA)

5. Fix features broken by the latest update [Bugs · 24 reviews · avg severity 2.4/3 · versions 1.7.328, 1.7.326]

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

“Can you please fix your Ipad app bugs? – Update 21/06/26. Had to lower the rating because for the last month or so Notion stopped working properly with my iPad when I use a Bluetooth keyboard - the pages no longer allow me to type, my space” (1★, GB)

6. Ship the most requested feature [Feature requests · 26 reviews · avg severity 1.9/3 · versions 1.7.327, 1.7.326]

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

“Ai – please add an option to remove the ai slop, thank you” (1★, CA)

7. Stop data / progress loss [Bugs · 19 reviews · avg severity 2.4/3 · versions 1.7.252, 1.7.259]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

“Janky af for syncing calendars – If you’re on an iPad and thinking about using this to sync with Apple Calendar (or literally any calendar), don’t. The syncing is broken, convoluted, and a total waste of time. And the Notion Calendar app? C” (1★, CA)

8. Improve content quality [Feature requests · 15 reviews · avg severity 2.2/3 · versions 1.7.344, 1.7.317]

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

“yet another company succumbs to the ai propaganda – i’m so done with ai slop being shoved down our throats in every corner of the internet. there’s no reason why notion should need ai integrated into its app. you don’t want to spend the tim” (1★, US)

9. Justify or adjust the price [Pricing / subscription · 12 reviews · avg severity 2.6/3 · versions 1.7.326, 1.7.324]

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

“bloated & slow but useful – does an okay job as a note taking app. lowkey I think it has too many features. feels like it's trying to do too much. & it also crashes occasionally & is often slow. not to mention the constant insis” (3★, US)

10. Answer support requests [Bugs · 12 reviews · avg severity 2.5/3 · versions 1.7.308, 1.7.316]

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

“I love notion but when I’m trying to contact costumer service – I’ve been using Notion for a while, and I really love the app. It’s been an amazing tool for staying organized. However, I’m disappointed with my recent billing experience. My ” (4★, 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.