

App Store complaint report

OkCupid Dating: Date Singles · Match Group Americas, LLC · current version 117.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-01-25 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.97
Reviews with a complaint	165 (55%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.32 from 289,418 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	83	2.7	116.0.0 (24), 109.1.0 (10), 114.1.0 (3)
Pricing / subscription	83	2.5	116.0.0 (31), 109.1.0 (4), 111.1.0 (3)
Feature requests	43	2.4	116.0.0 (16), 117.0.0 (2), 115.0.0 (2)
Performance	20	2.7	109.1.0 (4), 114.1.0 (2), 108.2.1 (2)
Crashes / freezes	17	2.8	109.1.0 (4), 108.2.1 (2), 114.2.0 (1)
UX / design	17	2.4	116.0.0 (7), 115.0.0 (3), 111.2.0 (1)
Ads	2	2.4	111.1.0 (1), 116.0.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
117.0.0	5	3.0	60%
116.0.0	116	2.2	49%
115.2.0	5	2.6	40%
115.1.0	2	1.0	50%
115.0.0	7	2.3	57%
114.3.0	2	3.0	0%
114.2.0	2	1.0	100%
114.1.0	3	1.7	100%

Representative quotes

Bugs

““Deceptive and Unusable” 🌟 - 📉 1/5 🌟📉 This app is beyond broken. It is a complete failure of what a location-based dating app is supposed to be. I am clearly located in Canada, yet my matches are overwhelmingly from the Philippines, Indonesia, and multiple” (1★, v109.1.0, CA, 2026-01-31)

“Shockingly bad app - This is probably the worst app I’ve used. It constantly freezes, errors messages every day and I e only had it a week. Subscription, although active and paid four, only works intermittently. Customer Service is non existent. Cancelled ” (2★, v114.1.0, GB, 2026-06-17)

Pricing / subscription

“Seriously bad – I understand the monetization. But literally put everything behind the paywall just makes me want to leave this app and go out and meet actual people instead of bots.” (1★, v97.2.0, CA, 2025-12-02)

“Waste of Money – d0gsh1t. Fake profiles and messages are hid behind a paywall. Fuq this app.” (1★, v100.0.0, CA, 2025-04-10)

Feature requests

“Trash – The quality of potential matches is garbage. I live in Toronto and most of the women on my feed have their locations set to Toronto when they live in Thailand or the Philippines. I’ve gotten dozens and dozens of likes in 2 days and no matches, because ” (1★, v116.0.0, CA, 2026-08-28)

“Nope.... – If you want full function, you need to subscribe. Paying for a dating app where all the people are reachable via Romeo or Grindr, with free messaging makes no sense. Non members are limited only to swipe left or right. Waste of time!!!!!!” (1★, v108.2.1, GB, 2026-01-13)

Performance

“Terrible – It won’t open load. Garbage.” (1★, v101.1.0, CA, 2025-05-10)

“Crash and burn – Latest update keeps on giving me the good old “Something went wrong” “Retry again” I get through a few swipes and then I get that lovely screen And now it just loads super like screen and no way to get out of it :(Please fix all the bugs” (1★, v109.1.0, CA, 2026-01-29)

Crashes / freezes

“keeps crashing – I have just signed up and the app keeps crashing. Cant even delete my account because the second I open the app, it’ll crash” (1★, v108.2.1, GB, 2026-01-13)

“Crashes every 30 seconds – Just terrible. Can’t use it for more than 30 seconds without an error message” (1★, v109.1.0, GB, 2026-02-03)

UX / design

“Interface doesn’t work on iPhone SE – The help bubbles prevent you from progressing through the gui. Lost interest in less than 2 minutes” (1★, v115.0.0, GB, 2026-07-19)

“Train wreck – I used to like OKC, but haven’t used it in years. What a train wreck this app has become. The UX is truly awful, it’s so clunky, confusing and user hostile to use. Half the people don’t live in your city and change their location from Philippines” (1★, v106.2.0, CA, 2025-10-22)

Ads

“Constantly shows ads – App would rather show you ads than people and help try to actually find someone. They just can’t you to spend more time in the app so they can show more ads. Stay away.” (1★, v116.0.0, US, 2026-09-26)

“Used to be good – I remember meeting very cool people here back in 2019. Recently single, tried it again and it’s quite bad. There used to be a lot more questions to be answered to increase accuracy. There are like a dozen profiles that were shown to me, and I” (1★, v111.1.0, GB, 2026-03-21)

The 10 most important fixes

1. Improve content quality [Feature requests · 102 reviews · avg severity 2.5/3 · versions 116.0.0, 109.1.0]

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

“Fake profiles – 80% of the profiles here are fake with wrong locations” (1★, GB)

2. Justify or adjust the price [Pricing / subscription · 53 reviews · avg severity 2.4/3 · versions 116.0.0, 108.1.1]

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

“Don’t Believe The Reviews – Possibly one of the worst dating apps I have ever seen. For a \$40 per month subscription, you get inundated with lots of people from China, the Philippines, and Africa. They count people looking at your profile” (1★, US)

3. Fix login / account access [Bugs · 42 reviews · avg severity 2.8/3 · versions 116.0.0, 109.1.0]

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

“So bad – I have used my email to log in. Why do I need to use my mobile phone number? I don't use that old mobile phone anymore. It's a disappointing software. And the device I use is the same as before, but it asks me to receive the verifi” (1★, US)

4. Ease paywall pressure [Pricing / subscription · 32 reviews · avg severity 2.4/3 · versions 116.0.0, 109.1.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often. “Shocking – OKCupid shows you likes but doesn’t let you realistically act on them. I’ve had around 20 likes, no matches, no swipes left, and no meaningful way to engage unless I pay. Other apps at least let things happen organically — here I” (2★, GB)

5. Answer support requests [Bugs · 19 reviews · avg severity 2.8/3 · versions 116.0.0, 114.1.0]

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

“Misleading and frustrating subscription experience – I would not recommend paying for OkCupid. Before subscribing, I was shown a very large number under “Interested in You,” which gave the impression that these were people who had actually ” (2★, US)

6. Soften the redesign backlash [UX / design · 19 reviews · avg severity 2.4/3 · versions 116.0.0, 115.0.0]

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

“11 years on OkCupid. Here’s why it’s getting worse. – Update 06/2026 Deleted the app from my devices. — After the update 114.3.0 After updating the app, I checked Passport mode and the first 23 profiles shown were from Indonesia, Kenya” (2★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.6/3 · versions 109.1.0, 116.0.0]

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

“App doesn’t work well – Freezes constantly. Whilst try to learn to navigate the app it constantly stops. And oddly enough, if I decide to delete the account or pause it freezes. Terrible. Why am I going going to buy a subscription if I can” (1★, GB)

8. Ship the most requested feature [Feature requests · 8 reviews · avg severity 2.3/3 · versions 116.0.0, 110.0.0]

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

“No option for zero rating – This app has degraded so much over the years. It keeps adding useless features and making it impossible to actually have matches. This app is scamming you into matching with people thousands of miles away. You li” (1★, CA)

9. Speed up loading [Performance · 6 reviews · avg severity 2.9/3 · versions 107.0.1, 109.1.0]

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

“Horrible – This app crashes all the time on me. I can never understand why. The app keeps lagging and saying 500 internal” (1★, CA)

10. Rethink usage limits [Pricing / subscription · 6 reviews · avg severity 2.4/3 · versions 116.0.0, 111.2.0]

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

“Not worth it – This app was a complete waste of time. I recently logged back in because I figured I would give it a try again. It told me that I had reached my daily limit for liking people last night. Said my limit would reset again in fou” (1★, 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.