

App Store complaint report

Slack · Slack Technologies, Inc. · current version 26.10.30

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-02-27 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.45
Reviews with a complaint	103 (34%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.14 from 54,309 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	58	2.1	26.10.20 (15), 26.10.11 (5), 26.05.20 (4)
UX / design	52	2.0	26.10.20 (9), 26.10.11 (7), 26.08.10 (4)
Feature requests	40	1.8	26.10.20 (14), 26.10.11 (6), 26.07.10 (2)
Performance	14	2.1	26.10.20 (3), 26.10.11 (3), 26.08.20 (1)
Pricing / subscription	9	2.1	26.10.20 (3), 26.10.30 (1), 26.09.10 (1)
Crashes / freezes	7	2.3	26.09.10 (1), 26.05.30 (1), 26.06.20 (1)
Ads	1	1.3	26.10.20 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.10.30	3	3.3	33%
26.10.20	58	3.6	36%
26.10.11	38	3.2	37%
26.09.50	15	3.5	33%
26.09.40	8	3.5	12%
26.09.30	8	5.0	0%
26.09.20	7	4.1	14%
26.09.10	5	3.0	80%

Representative quotes

Bugs

“Doesn’t work – It wouldn’t let me sign up using my business email address. On one hand, it requires a business email, but on the other, it rejects it with the message: “Domain is not recognised.” I reviewed the help articles, but none of them address this iss” (1★, v26.06.20, GB, 2026-06-17)

“Inconsistently works but consistently doesn’t. – Constant issues with the IOS mobile app for Slack. Not once or twice or once in awhile: consistent issues for a full fiscal year+. Not user related issues at all. 1000% a clear issue stemming from Slack servers.” (1★, v26.10.20, US, 2026-10-16)

UX / design

“Designed by developers Sony know for whom – One of the worst UX of any app in any industry. Couldn’t design it this badly if the brief was to design the most confusing UX on earth.” (1★, v26.09.40, GB, 2026-10-01)

“Terrible UI – Slack makes me significantly less productive and reduces collaboration. The thread naming structure is archaic, and belongs in the age of MS-DOS. The entire UI is messy and confusing, and basic functions like SSO and unread notifications are unre” (1★, v26.05.40, GB, 2026-05-28)

Feature requests

“Forcing ai – The ai is where my unread messages used to be. There is no way to move ai from the top position. I have no use for AI, and am sick of companies, with poor management forcing a product we don’t want, down our throats. Get rid of slack bot now.” (1★, v26.06.40, CA, 2026-07-01)

“Glitchy and can’t allow notifications – The biggest problem with this app is the inability to allow notifications. You have to manually set a ‘notification schedule’ which only goes in half hour intervals so you can’t just switch it on from 12am - 12am. The sl” (2★, v26.03.30, GB, 2026-03-19)

Performance

“DMs are broken – DMs page has not been loading for over a week now. Please fix.” (1★, v26.05.40, CA, 2026-06-01)

“Messages emailed to a channel timeout constantly – I have at least 20 messages that are emailed to Slack. I have to open the same message probably about ten times for it to load. I never used to have this problem. Nothing has changed on my side. My internet co” (2★, v26.05.30, GB, 2026-05-22)

Pricing / subscription

“paywall and gifs suck – there are features like the canvases and workflows that i think should not be locked behind a pay wall, and the gifs don’t move on the mobile app.” (2★, v26.10.11, US, 2026-10-16)

“Horrible most difficult platform ever – I have used slack for multiple “workspaces” (?) over several years. SLACK IS HORRIBLE. All of it is their “JARGON” what is a workspace? My JOB? And CHANNELS!? Oh did u use the right CHANNEL?? Why are they on TV!!!!?? No” (1★, v26.10.30, US, 2026-10-22)

Crashes / freezes

“Huge Glitch With iPhone Keyboard !!! – Great app overall, but oh my god. The amount of times I have had to close and clear the app after sending a message and a giant block of colour where the keyboard once was stays up, covering the ability to do anything, on” (2★, v26.09.10, CA, 2026-09-09)

“So complicated for nothing – I NEVER write reviews on here but I had to for this one. It disconnected you every once in a while and you’re stuck trying to fix it forever. You also don’t get notifications half the time. This app is rage baiting me I swear.” (2★, v26.04.20, CA, 2026-04-14)

Ads

“Very useful, rather irritating. – Really good for a distributed group. Marred by ads you can't get rid of, and weird AI features. Could be far simpler without losing any real value.” (3★, v26.10.20, US, 2026-10-22)

The 10 most important fixes

1. Simplify navigation [UX / design · 33 reviews · avg severity 2.1/3 · versions 26.10.20, 26.10.11]

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

“Not intuitive – I don’t love slack. In fact, I really can’t stand it. I think it’s hard to find particular messages and it’s not intuitive like other messaging platforms. I can’t even give particular examples because I don’t spend enough ti” (2★, US)

2. Fix notifications [Bugs · 32 reviews · avg severity 1.8/3 · versions 26.10.20, 26.10.11]

Check notification delivery and let users control frequency in settings.

“Bad changes – Slack was best when I first started using it in 2021. Since then, every update has made it worse. My current frustration is that “reminder” alerts are now impossible to find!” (2★, US)

3. Soften the redesign backlash [UX / design · 16 reviews · avg severity 2.0/3 · versions 26.10.20, 26.10.11]

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

"How the mighty have fallen – It used to be easy and fun to use but now it's a mess of notifications and new features that make it hard to navigate and find what I'm looking for. What I'm looking for is messages. That's never changed, but Sl" (2★, US)

4. Ship the most requested feature [Feature requests · 11 reviews · avg severity 1.7/3 · versions 26.10.11, 26.10.20]

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

"Love slack... BUT.. Agentic features and navigation in IOS could use some work – I really wish Slack would bring your pinned agents like you have on the desktop. readily available on the home screen in iOS. Also, what is up with prompt links " (3★, US)

5. Fix login / account access [Bugs · 7 reviews · avg severity 2.8/3 · versions 26.06.30, 26.05.30]

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

"They bricked their own app – I can no longer log in on the app thanks to their obsessive authentication process - I've confirmed my email and now they ask for the code from an authentication app, which doesn't work anymore." (1★, CA)

6. Justify or adjust the price [Pricing / subscription · 6 reviews · avg severity 2.2/3 · versions 26.10.20, 26.07.30]

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

"Slack sucks – Not worth the money" (1★, CA)

7. Speed up loading [Performance · 6 reviews · avg severity 2.0/3 · versions 26.10.11, 26.05.30]

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

"Discord is free and significantly better. – Stop spending your budget vibe coding AI features literally nobody wants and instead fix the bugs that makes your ram hungry electron desktop app take minutes to load on startup." (1★, US)

8. Answer support requests [Bugs · 5 reviews · avg severity 2.4/3 · versions 26.06.20, 26.10.30]

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

"Asked for support – Been asking for support through e mails but i haven't gotten any help. The app closes immediately on its own after opening please respond" (1★, CA)

9. Ease paywall pressure [Pricing / subscription · 3 reviews · avg severity 2.2/3 · versions 26.10.20, 26.10.11]

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

"More access – Great app for communicating with peers in company but it lacks a lot of freemdpn to do things pretty much everything is locked in the paid version" (3★, US)

10. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 2.6/3 · versions 26.06.10, 26.06.20]

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

"Buggy Buggy Buggy – Always glitching, failing to load, getting stuck. Pretty elementary stuff you'd think a mega corp like Slack could get right." (3★, 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.