

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 2 storefronts (2025-11-28 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.38
Reviews with a complaint	109 (36%)
Storefronts	US 150, CA 150
All-time App Store rating (US)	4.14 from 54,309 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	63	2.1	26.10.20 (14), 26.09.50 (9), 26.10.11 (7)
UX / design	49	1.9	26.09.50 (12), 26.10.20 (8), 26.10.11 (8)
Feature requests	43	1.9	26.10.20 (12), 26.10.11 (8), 26.09.50 (6)
Performance	14	2.1	26.10.11 (4), 26.10.20 (3), 26.09.50 (2)
Pricing / subscription	12	2.1	26.10.20 (3), 26.10.30 (1), 26.09.10 (1)
Crashes / freezes	7	2.4	26.09.10 (1), 26.06.20 (1), 26.06.10 (1)
Ads	1	1.4	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	57	3.6	37%
26.10.11	44	3.0	39%
26.10.10	2	3.5	50%
26.09.50	52	3.4	37%
26.09.40	3	3.7	0%
26.09.30	1	5.0	0%
26.09.20	3	5.0	0%

Representative quotes

Bugs

“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)

“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★, v26.06.10, CA, 2026-06-11)

UX / design

"Corpo slave app – Designed by sociopaths for sociopaths can't even block or mute annoying Indian spammers then the green dot has become a way for sociopaths to "monitor" your online presence. Notification overdose and poor quality UI and UX basically a Skype c" (1★, v26.03.30, CA, 2026-03-23)

"Very difficult to navigate – I have been trying and trying to change my email address. What a confusing mess. I go around and around with signing in and entering codes and failing again and again to find the way to change my email address. The threads etc are " (2★, v26.05.30, CA, 2026-05-22)

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)

"Why isn't there an option to mark entire slack messages threads discussions as 'mark as read'. – Slack's "Catch up" tab is a spectacular demonstration of how to turn a basic messaging feature into unpaid administrative labour. Presenting users with 1,653 messa" (3★, v26.09.10, CA, 2026-09-11)

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)

"Slow – Slow" (1★, v26.02.21, CA, 2026-02-17)

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)

"...THEY CANNOT WORK WELL TOGETHER, and slack cannot help. Everything is an endless loop back to customer service and or to push you to pay for an account!!! Pay for what!??? Just a "CHAT"?!!!!!! My offices use???? They already charge the company for an enterpri" (1★, v26.10.30, US, 2026-10-22)

Crashes / freezes

"Fix your update – Since you're update 4 hours ago, my app just crashes. Good update :(" (1★, v26.10.11, US, 2026-10-10)

"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)

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 · 34 reviews · avg severity 2.0/3 · versions 26.09.50, 26.10.20]

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 · 30 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 · 18 reviews · avg severity 2.0/3 · versions 26.10.11, 26.10.20]

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

"New card preview is awful – It looks like hell. Also miss the datestamp." (2★, US)

4. Stop data / progress loss [Bugs · 10 reviews · avg severity 2.1/3 · versions 26.09.50, 26.10.20]

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

"lost other workspaces – They allowed my employer to blow away all my other workspaces. and after that I have to reset up my workspaces every time" (1★, CA)

5. Ship the most requested feature [Feature requests · 11 reviews · avg severity 1.6/3 · versions 26.10.11, 25.12.20]

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)

6. Justify or adjust the price [Pricing / subscription · 8 reviews · avg severity 2.2/3 · versions 26.10.20, 26.10.10]

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

“Too expensive – Workplace app is great, but it definitely wasn’t worth the cost for running a small business.” (2★, US)

7. Ease payroll pressure [Pricing / subscription · 5 reviews · avg severity 2.3/3 · 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)

8. Answer support requests [Bugs · 5 reviews · avg severity 2.2/3 · versions 26.09.50, 26.06.20]

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. Fix login / account access [Bugs · 4 reviews · avg severity 2.7/3 · 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)

10. Speed up loading [Performance · 5 reviews · avg severity 2.0/3 · versions 26.09.50, 26.10.11]

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)

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.