

App Store complaint report

Snapchat · Snap, Inc. · current version 14.29.0.57

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-13 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	3.69
Reviews with a complaint	71 (24%)
Storefronts	GB 150, CA 100, US 50
All-time App Store rating (US)	4.51 from 5,981,643 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	42	2.2	14.28.1.0 (26), 14.29.0.57 (10), 14.27.0.54 (5)
Feature requests	18	1.9	14.28.1.0 (11), 14.27.0.54 (4), 14.29.0.57 (3)
Pricing / subscription	17	2.2	14.28.1.0 (7), 14.29.0.57 (5), 14.27.0.54 (5)
UX / design	17	1.9	14.28.1.0 (12), 14.29.0.57 (2), 14.27.0.54 (2)
Ads	14	2.0	14.27.0.54 (6), 14.28.1.0 (5), 14.29.0.57 (2)
Performance	9	2.2	14.28.1.0 (5), 14.29.0.57 (3), 14.27.0.54 (1)
Crashes / freezes	2	2.5	14.29.0.57 (1), 14.28.1.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
14.29.0.57	163	4.5	9%
14.28.1.0	99	2.7	42%
14.28.0.55	8	4.0	12%
14.27.0.54	30	2.6	47%

Representative quotes

Bugs

“Used to love it- app doesnt work anymore – FIX THIS BUG!!! PLEASE!!!! Every single photo and video automatically adds music to it, i cannot get anything to work to fix it and it is destroying the app experience. Theres no way to report this problem and i would” (1★, v14.29.0.57, US, 2026-10-22)

“☹☹ – I got banned on Snapchat for no reason I was on the call with my friend and I got kicked off the app I tried to get back on but it didn’t work” (1★, v14.28.1.0, GB, 2026-10-19)

Feature requests

“My experience – My experience on Snapchat was actually decent a few years ago until I got older. I struggle with making friends outside of social media so I use Snapchat alot for connections but I

tend to get hundreds of random guys sending me unsolicited phot” (1★, v14.27.0.54, GB, 2026-10-14)

“It’s okay, wish it was better – I like how fun it can be to chat with friends. Some of the photo filters can be a good mood booster when you and a friend need to blow off steam. BUT I hate that they introduced spotlight. And I hate that you can’t go into set” (2★, v14.28.1.0, CA, 2026-10-16)

Pricing / subscription

“Bans people for no reason – Falsely banned for false reasons have no access to my account memories or anything heartbreaking. Money hungry now cuz who is paying for snap premium . Trash app no cuadres service” (1★, v14.29.0.57, CA, 2026-10-21)

“A parasitic app designed and created by parasites – What can I say? If you want adverts shoved down your throat. Endless AI BS. And a virtue-signalling AI chatbot that you have no option to remove unless you pay them. Snapchat might be for you. However, if you” (1★, v14.27.0.54, GB, 2026-10-15)

UX / design

“Maliciously bad UI and unsolicited notifications – When launching the app, a pop up will occasionally show up right where you’d press to switch tab to make you press the buttons you don’t want to press by mistake. Unblockable notifications from randos. No dark” (1★, v14.29.0.57, CA, 2026-10-22)

“STOP CHANGING THE CAMERA LAYOUT – The amount of times I’ve deleted a moment because you guys can’t decide on which deign to go with is insane, make up your goddamn mind and stick with it.” (1★, v14.28.1.0, CA, 2026-10-17)

Ads

“Move along nothing to see here – So many ads. So much AI. The app is rubbish for browsing videos. Whoever tells you any different is lying to you never trust them again ever. Ok for keeping in touch but there is far better out there. If it wasn’t for a small g” (1★, v14.27.0.54, GB, 2026-10-13)

“Ads – An ad every 3 seconds of a video” (1★, v14.28.1.0, CA, 2026-10-16)

Performance

“Snapchat – Would recommend but people do stalk u and send inappropriate pics and always lags outside ur house and men are always sending dick pics of young girls it needs face registration for sign up so there aren’t 7 and 8 yr olds on their” (5★, v14.28.1.0, GB, 2026-10-18)

“Great way to keep in touch – This is a great way to keep in touch; however, they are slowly adding prices for features that used to be free such as keeping Snapchat memories, having to pay 6.99 a month for years of photos is a drag. I paid for the pro version ” (3★, v14.29.0.57, CA, 2026-10-21)

Crashes / freezes

“Unacceptable – I’ve used snap for around 5 years now as my main source of communication with most. Well now I have no way to get onto the app. It just says “Oops! Snapchat is a camera app ☺ enable it in settings” or something like that. However, that takes me ” (1★, v14.28.1.0, GB, 2026-10-16)

“Bof – Je trouve que sa bug beaucoup et que c fou comment il a trop de pédophile” (3★, v14.29.0.57, CA, 2026-10-21)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 23 reviews · avg severity 1.9/3 · versions 14.28.1.0, 14.29.0.57]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. “Changes notification settings on its own – I keep randomly getting notifications on the Discover page. I’ve had Snapchat for years and I’ve always had all notifications off. I’ve had to go back onto notifications to turn off whatever new th” (2★, CA)

2. Fix notifications [Bugs · 20 reviews · avg severity 1.8/3 · versions 14.28.1.0, 14.28.0.55]

Check notification delivery and let users control frequency in settings.

“Annoying notifications – I only want to get notifications about receiving snaps from my friends I switched off all push notifications except my messages and I still get notifications for stuff that’s “Trending” Nobody CARES that’s why you h” (1★, CA)

3. Fix login / account access [Bugs · 14 reviews · avg severity 2.7/3 · versions 14.28.1.0, 14.29.0.57]

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

error messages.

"My device is disabled – Subject: Request to Review SS06 Device Restriction Hello Snapchat Support Team, I am getting an SS06 error when trying to log in to Snapchat or create a new account on my device. The error says my device has been " (1★, CA)

4. Stop data / progress loss [Bugs · 13 reviews · avg severity 2.4/3 · versions 14.28.1.0, 14.29.0.57]

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

"Streak Restores – Why did you remove the free streak restores? I don't want to pay for Snapchat premium, and I just lost a really long streak with a friend. And it's usually nice to be able to have free restores, but now they're removed!" (1★, CA)

5. Ease paywall pressure [Pricing / subscription · 11 reviews · avg severity 2.3/3 · versions 14.29.0.57, 14.28.1.0]

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

"dumb app. – used snap chat since 2014 thats 12 years. last year they start the pay for storage bs, but fine i pay your greedy bums money so i don't loose picture of my passed loved ones. however with the premium filiters, snap keeps randoml" (1★, CA)

6. Justify or adjust the price [Pricing / subscription · 11 reviews · avg severity 2.1/3 · versions 14.29.0.57, 14.28.1.0]

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

"How bad it is – It's so bad it cost so much money so bad I was paid for 5 stars though" (5★, GB)

7. Reduce ad frequency and length [Ads · 10 reviews · avg severity 2.2/3 · versions 14.27.0.54, 14.28.1.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"Ads everywhere – Sort your advertisements out on the storys and spotlights we don't need to see that many ads" (1★, GB)

8. Ship the most requested feature [Feature requests · 9 reviews · avg severity 1.7/3 · versions 14.28.1.0, 14.27.0.54]

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

"You removed the snap story link – Please put it back lol...that was one of the only good things about the app. So please just put the snap story link back" (2★, GB)

9. Improve content quality [Feature requests · 7 reviews · avg severity 2.0/3 · versions 14.28.1.0, 14.29.0.57]

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

"Worst app ever. – The amount of AI slop and awful quality content on this app is astounding" (1★, CA)

10. Answer support requests [Bugs · 5 reviews · avg severity 2.5/3 · versions 14.28.1.0, 14.27.0.54]

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

"Not good – Randomly device banned my iPhone and now I can't access Snapchat on this phone, gave no reason and didn't let me appeal this ban. This is not fair and there is no way for me to contact a real person" (1★, GB)

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.