

App Store complaint report

Tesco Grocery & Clubcard · Tesco · current version 26.18.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-07-23 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.69
Reviews with a complaint	188 (63%)
Storefronts	GB 300
All-time App Store rating (US)	4.81 from 1,384,263 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	128	2.4	26.12.0 (25), 26.18.0 (20), 26.14.1 (19)
Performance	96	2.5	26.18.0 (18), 26.12.0 (16), 26.17.0 (14)
UX / design	60	2.2	26.18.0 (23), 26.17.0 (14), 26.12.0 (7)
Crashes / freezes	58	2.6	26.12.0 (15), 26.14.1 (8), 26.18.0 (7)
Feature requests	44	2.0	26.18.0 (14), 26.17.0 (9), 26.12.0 (7)
Pricing / subscription	18	2.2	26.18.0 (4), 26.14.1 (3), 26.12.0 (3)
Ads	4	2.3	26.14.1 (2), 26.18.0 (1), 26.17.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.18.0	57	2.5	67%
26.17.0	27	1.6	96%
26.16.0	21	1.5	95%
26.15.1	12	1.7	83%
26.15.0	10	1.6	100%
26.14.1	31	2.0	84%
26.12.0	67	3.1	49%
26.11.2	44	4.3	23%

Representative quotes

Bugs

“Repeated performance issues – This app goes through peaks and troughs of “working” briefly then weeks of “not working”. While I was on the iOS beta I gave the developers the benefit of the doubt but now well into official iOS season and issues remain. Within” (1★, v26.16.0, GB, 2026-09-26)

“Awful Performance – The single worst performing app on my phone. Constant crashing, unresponsive, scrolling is chopping and inconsistent, buttons rarely work first time. I don’t know if it’s a memory management or network issue but it’s hardly a resource inten” (1★, v26.12.0, GB, 2026-08-10)

Performance

"So slow!! – The app has all the features you'd expect and in that regard it's good. However, my wife and I find it slow to the point of being unusable! The performance of this app is shocking. It's works fine for a few mins - searching, adding to basket, and 3" (2★, v26.12.0, GB, 2026-08-12)

"Freezing and excessive battery use – I use the app for Whoosh and the app lags, stops responding and eats my battery alive. Tried it on another iPad and same results. Has been like this for a while with no fix coming. The iPad heats up and I can't see any back" (1★, v26.14.1, GB, 2026-09-06)

UX / design

"Changes to layout make it impossible – This app was always so well designed. Recent updates have changes the layout to make it impossible to navigate through the groceries, clumping departments all together. Please return back to how it was" (1★, v26.18.0, GB, 2026-10-21)

"Why Destroy A Great app?! – Tesco, what have you done?! As a user of several years the latest updates are terrible! Slow, laggy, poor layout, many sub categories have disappeared (eg. Scrolling through hundreds of coffee types to get to what you are looking fo" (1★, v26.17.0, GB, 2026-10-16)

Crashes / freezes

"Search page doesn't work – I can't do the shopping because the search page does not work. When I go to the search page it get stuck and I have to close the app. I am not able to do the shopp in Tesco this week because of this bug" (1★, v26.11.0, GB, 2026-07-23)

"Painfully slow – I don't know what you've done but the app used to work just fine, now it freezes and crashes every single time making the whole experience terrible. I end up with multiple items in my basket because I've clicked and it's not registered, then i" (1★, v26.17.0, GB, 2026-10-15)

Feature requests

"Marketplace is obnoxious. – I have zero interest in 'marketplace' items that come from other sellers and incur additional fees. I just want to do my grocery shop. There is no way to turn 'marketplace' results off unless you want to filter them out... but you hav" (1★, v26.17.0, GB, 2026-10-09)

"...further. But now you've clumped essentials and household in one section. It's a nightmare in that to actually find the departments you want. Then you go in and now I spend ages having to search and refine my search to actually get what I want. Normally my sho" (1★, v26.18.0, GB, 2026-10-18)

Pricing / subscription

"Security risk and scam – The app is a security risk and Tesco are farming your data for profit and. Abusing customers with club card prices and over priced shopping go to another shop stop paying for this price gauging" (1★, v26.16.0, GB, 2026-09-29)

"I wouldn't shop here again.. – I used to shop at Tesco for the quick meal deal sandwich and crisps and a drink for £3 odd with the club card, I am not very happy with them anymore as they have upped prices while shrinking the food portions and making everythin" (1★, v26.15.0, GB, 2026-09-09)

Ads

"Terrible update – The latest update is absolutely awful as far as navigation goes. I can tell it's been changed to try to advertise more products but it now takes a huge number of 'clicks' to get to the correct aisle or product. Massively frustrating, there wa" (1★, v26.18.0, GB, 2026-10-20)

"Sponsored products make it unusable – Every search now has several sponsored products at the top with terrible keyword matching. So every time you look for something you have to scroll past these products. Stop maximising your ad revenue and get some customer " (1★, v26.14.1, GB, 2026-09-02)

The 10 most important fixes

1. Speed up loading [Performance · 71 reviews · avg severity 2.4/3 · versions 26.18.0, 26.17.0]

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

"So laggy it's virtually unusable – The app is ok but after adding one or two items it slows down to a snails pace. When you click search it take ages for the box to appear and then for you to type in anything. I could have driven to the" (1★, GB)

2. Soften the redesign backlash [UX / design · 55 reviews · avg severity 2.1/3 · versions 26.18.0, 26.17.0]

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

"The new design isn't user-friendly – The new design isn't user-friendly. It's impossible to get used

to things that aren't intuitive." (1★, GB)

3. Fix in-use crashes and freezes [Crashes / freezes · 39 reviews · avg severity 2.5/3 · versions 26.12.0, 26.14.1]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.
"Glitched – Freezes all the time and hangs while scrolling" (1★, GB)

4. Simplify navigation [UX / design · 41 reviews · avg severity 2.2/3 · versions 26.18.0, 26.17.0]
Run a quick usability test on the screens users mention; remove extra taps and pop-ups.
"Latest Update – Older format was easier to navigate, the categories have been too condensed which makes it harder to find specific items. Also, the delivery updates need to be clearer; timings need to be added as it can say "next stop" but " (2★, GB)

5. Ship the most requested feature [Feature requests · 29 reviews · avg severity 1.8/3 · versions 26.18.0, 26.12.0]
Read the quotes below for the exact request; consider a public roadmap.
"Changes have ruined the app – Not sure what you've done over the last year with the app Tesco, but it has made it frustrating to use the app, rather than simple like before. Please bring back the option to see your item minimised and in cat" (3★, GB)

6. Fix features broken by the latest update [Bugs · 21 reviews · avg severity 2.2/3 · versions 26.12.0, 26.17.0]
Add regression tests for the features users name in these reviews before the next release.
"Broken again by the latest update – Favourites filter no longer works on aisle pages or search results." (1★, GB)

7. Stop data / progress loss [Bugs · 16 reviews · avg severity 2.3/3 · versions 26.14.1, 26.18.0]
Reproduce sync and restore paths; add server-side backup and a visible "restore" option.
"Awful to use. – The app has always been glitchy (failing to sync basket so never sure what's been added and what hasn't) and clunky but after the latest "improvement" it's dire. Loads of groceries lumped together without clear categories as" (1★, GB)

8. Fix login / account access [Bugs · 14 reviews · avg severity 2.5/3 · versions 26.17.0, 26.18.0]
Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.
"Sign in requests and queries again – Again the app has been upset by an update-have to keep signing in followed by 'was this you' emails." (3★, GB)

9. Improve content quality [Feature requests · 15 reviews · avg severity 2.3/3 · versions 26.17.0, 26.16.0]
Review the content areas users name; add a "report a problem" button on content.
"Terrible app when goes wrong! – Not sure why but the app always stops searching for products and then when you type anything in it just shows market place stuff so odd!" (1★, GB)

10. Cut battery / storage use [Performance · 12 reviews · avg severity 2.7/3 · versions 26.12.0, 26.16.0]
Check background activity, location use and cache size.
"Terrible app – Crashes every 5 minutes. Heats your phone up and drains your battery. Very laggy and often doesn't respond to taps. Should pay customers to use this terrible app" (1★, GB)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), 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.