

App Store complaint report

TikTok - Videos, Shop & LIVE · TikTok Ltd. · current version 47.4.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-17 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.93
Reviews with a complaint	114 (38%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.72 from 18,404,584 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	78	1.9	47.4.0 (56), 47.1.0 (22)
Feature requests	57	1.5	47.4.0 (42), 47.1.0 (15)
UX / design	18	1.7	47.4.0 (13), 47.1.0 (5)
Performance	10	1.6	47.4.0 (8), 47.1.0 (2)
Ads	5	2.0	47.4.0 (5)
Crashes / freezes	3	2.3	47.4.0 (2), 47.1.0 (1)
Pricing / subscription	1	2.1	47.4.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
47.4.0	244	3.1	35%
47.1.0	56	2.2	50%

Representative quotes

Bugs

“can't log in – on all my iOS devices, i get an error saying "timed out" or "unable to authorize" when trying to sign in. this happens with every sign-in method. it only happens on iOS; all my android devices can sign in just fine. no idea what the problem is” (1★, v47.4.0, CA, 2026-10-20)

“glitches – my account still isn't working properly. One account is not up to date there is also many other glitches on certain accounts. please fix my account glitches” (1★, v47.1.0, CA, 2026-10-18)

Feature requests

“The translation function have been missing for a long time, please fix it! – The translation function (including captions and comments) have been missing for a long time,it's extremely frustrating, We need the translation feature back, please Fix it!” (1★, v47.4.0, CA, 2026-10-21)

“WHERE HAS THE TRANSLATION BUTTON GONE – PLEASE I NEED THE TRANSLATE FEATURE BACK” (3★, v47.4.0, GB, 2026-10-19)

UX / design

“It was good till it was not – I changed my age because I accidentally put one year older and then I got a message saying keep my account or delete and I can't press either button and TikTok support daid they can't help so Yh” (2★, v47.4.0, GB, 2026-10-21)

"Short Dramas – The app has been over run by short ai slop dramas that you can't say you're not interested in. If you ignore them they'll over run your fyp in a matter of 10 minutes. If you happen to slide the wrong way when you're trying to scroll away you mig" (1★, v47.1.0, CA, 2026-10-18)

Performance

"Bro I can't get the new updates – Very laggy and won't let me see new updates such as banner and makeup options" (2★, v47.4.0, US, 2026-10-22)

"Good app – I've been on this app for a while but updates come to me SOOO slowly like I'm not able to like reposts or reply to them and im not able to do the voice comments please fix this☹️☹️☹️" (4★, v47.1.0, CA, 2026-10-18)

Ads

"All AI content – This app is filled with nothing but ads and AI content." (1★, v47.4.0, CA, 2026-10-20)

"Was a great app, being ruined by greed and ai – I've had TikTok for years now, and always loved this app, however within the last year the apps quality has gone down while trying to promote more of what you don't want (think advertisements, gross and nsfw conte" (1★, v47.4.0, US, 2026-10-21)

Crashes / freezes

"Not showing anything and kids get killed like squid game unless you think not even one – K" (1★, v47.4.0, US, 2026-10-22)

"not letting me in the app – 0" (5★, v47.4.0, CA, 2026-10-21)

Pricing / subscription

"Made me have depression – When u go live people call you names or when your playing a game the say the ending of the game and people say the n word all the time but who cares. TikTok's fun and cool but the people ain't. I make edits and only get 20 likes max a" (1★, v47.4.0, GB, 2026-10-20)

The 10 most important fixes

1. Improve content quality [Feature requests · 36 reviews · avg severity 1.9/3 · versions 47.4.0, 47.1.0]

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

"Hateful toxic app. – This app is full of hate, everyone is arguing with each other for trivial reasons and there's so much racism. Lots of rage bait content just to farm engagement. Please don't install this app." (1★, CA)

2. Fix login / account access [Bugs · 22 reviews · avg severity 2.3/3 · versions 47.4.0, 47.1.0]

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

"Security is a nightmare – A strange account logged into my friend's account and because of the 'security' risk, she wasn't allowed to change her password to force the hacker to log out. She had to log in on my phone and delete the other pho" (1★, US)

3. Ship the most requested feature [Feature requests · 26 reviews · avg severity 1.4/3 · versions 47.4.0, 47.1.0]

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

"No translate in video comments – Before, if someone left an other-language-comment to a video, I could long press and the pop up menu would include the option to translate. No more.... Perhaps the American investors want to keep the Americans" (5★, US)

4. Soften the redesign backlash [UX / design · 21 reviews · avg severity 1.8/3 · versions 47.4.0, 47.1.0]

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

"The app that would and HAS sold you out. – possibly the worst entertainment based platform there is. Instagram is known for its lack of limitations on the fyp and their personal media platform. Snapchat is known for their chats and filters." (1★, GB)

5. Answer support requests [Bugs · 13 reviews · avg severity 2.3/3 · versions 47.4.0, 47.1.0]

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

"Too many issues – I have had nothing but trouble since I started on TikTok and doing TikTok shop. Their Customerservice is awful, and the app makes things very complicated when you're trying to connect to support. I've never been able to ge" (1★, US)

6. Fix features broken by the latest update [Bugs · 12 reviews · avg severity 1.6/3 · versions 47.4.0, 47.1.0]

Add regression tests for the features users name in these reviews before the next release.

"This is annoying af – So recently, I updated TikTok and now all my apps settings have reset, I tried turning on the microphone access but the button isn't there?? I don't even know why this is happening, but it was working perfectly fine be" (4★, GB)

7. Stop data / progress loss [Bugs · 7 reviews · avg severity 1.8/3 · versions 47.4.0, 47.1.0]

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

"age restrictions – okay i love this app so much and ive spent so much time doomscrolling rather than productiveness. but there is a small issue ive been dealing with lately. i keep getting age restricted without doing anything, im within th" (4★, US)

8. Fix notifications [Bugs · 7 reviews · avg severity 1.8/3 · versions 47.4.0]

Check notification delivery and let users control frequency in settings.

"TikTok is aggregating me – Everytime I log onto this app I always get a notification saying that I'm adding to favorites too fast and to take a break but I barely add to favorites. Today is when it really aggravates me because it said that " (5★, US)

9. Reduce ad frequency and length [Ads · 5 reviews · avg severity 2.0/3 · versions 47.4.0]

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

"Bad team support, relies on AI – Tiktok has the worse support team ever. They will just close your ticket without resolving any issues. You will be getting sexual ads and when you report it they will say that it didn't not violate their gui" (1★, US)

10. Speed up loading [Performance · 3 reviews · avg severity 1.6/3 · versions 47.4.0, 47.1.0]

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

"Updates – My updates are slow and very delayed!" (3★, 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.