

App Store complaint report

Tinder Dating App: Date & Chat · Tinder LLC · current version 17.40.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-29 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	1.92
Reviews with a complaint	175 (58%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.20 from 1,756,303 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	100	2.4	17.34.0 (17), 17.39.2 (16), 17.38.0 (15)
Bugs	83	2.4	17.39.2 (19), 17.38.0 (10), 17.34.0 (10)
Feature requests	52	2.1	17.39.2 (11), 17.38.0 (9), 17.35.2 (6)
UX / design	37	2.0	17.39.2 (8), 17.38.0 (7), 17.39.0 (5)
Crashes / freezes	8	2.7	17.40.0 (2), 17.37.1 (2), 17.39.2 (1)
Performance	7	2.5	17.37.1 (2), 17.40.0 (1), 17.36.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
17.40.0	21	1.7	67%
17.39.2	57	1.6	60%
17.39.1	26	2.3	42%
17.39.0	15	1.5	67%
17.38.0	39	2.2	56%
17.37.2	11	2.2	55%
17.37.1	13	2.1	62%
17.37.0	1	1.0	100%

Representative quotes

Pricing / subscription

“Really – Why you all just after money, if I wanna message someone don’t make me pay, I’ll just not use the damn app. I hate money grabbing companies like yourselves, deleted enough for the same reason so sort it out. And I update for the price to go up? Should” (1★, v17.34.0, GB, 2026-09-11)

“Over monetized to uselessness – Everything locked behind a steep paywall. The app intentionally screws its customer in hopes that desperate people will open their wallets. Seems to be backfiring based off looking at their 5 year stock profile though. Just get o” (1★, v17.34.0, CA, 2026-09-16)

Bugs

“Broken – I have tried to set up an account on the laptop but the interface won’t load. Tried on the iPad but am greeted with error messages. On my iPhone? Same thing, constant error messages. Can’t even upload photos, but when I try and delete my account and s” (1★, v17.34.0, GB, 2026-09-12)

"Buggy app, worthless support – There's an issue where you randomly get un-verified and you cannot reverify any way you attempt, including deleting and re-creating a new profile. An error displays saying I need unobstructed face pics, which they all are, but th" (1★, v17.39.2, US, 2026-10-18)

Feature requests

"App is seemingly regressing – Features are being removed while the price and bugs consistently increase.. fix the app please. 1) Sent Likes & Top Picks are being removed. Why would I pay higher prices for less features? 2) matches disappear/reappear rando" (3★, v17.38.0, US, 2026-10-13)

"Likes sent – Please bring back the likes sent feature, it's ridiculous that the developers are clawing back useful features from an app that's already expensive and basic" (2★, v17.37.2, CA, 2026-10-04)

UX / design

"What in the... – Downloaded Tinder after many years of avoiding it, just to see how it has changed since the pre-pandemic years. I lasted about five minutes: I've never downloaded a betting app, but Tinder felt as close to one as I'll ever get. The UX was crowde" (1★, v17.38.0, GB, 2026-10-13)

"Dark theme like Match Group Ethos – Another recent change It now uses an awful dark theme, changing to light theme does t really change much. Awful look and feel now. Like most apps in the Match monopoly this apps gone dramatically downhill which is designe" (1★, v17.36.0, GB, 2026-09-27)

Crashes / freezes

"Crashed – I updated today and it's crashed my tinder completely. No restart reboot or reinstallation or clearing of cache makes any difference." (1★, v17.40.0, GB, 2026-10-21)

"App update – Since recent update stuck on open red page" (1★, v17.40.0, US, 2026-10-22)

Performance

"Swipe – The 'swipe' section is loading forever. I can't see people. I come from iphone 17 pro max and now i got the 18 pro max. I deleted the app on both phones and reinstalled it. Still not working. There has been many updates since i got this problem and sti" (1★, v17.36.0, CA, 2026-09-22)

"Glitchy – Not sure what's wrong with the app but it keeps glitching and saying Oops something went wrong, try again later. Why does it feel like it's a personal attack? I just downloaded the app and barely started the process of creating an account when this h" (1★, v17.37.1, CA, 2026-10-03)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 68 reviews · avg severity 2.3/3 · versions 17.34.0, 17.39.2]

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

"Scam – I was getting matches when I first joined now even with subscription and paying for boost there are no matches . DO NOT waste your money on this app . Bunch of scammers" (1★, CA)

2. Fix login / account access [Bugs · 52 reviews · avg severity 2.6/3 · versions 17.39.2, 17.38.0]

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

"Account locked without warning, right before planned dates – Extremely frustrating experience. Tinder suddenly locked my account and forced me to complete a video selfie verification, with no warning or explanation. I had dates planned for" (1★, CA)

3. Answer support requests [Bugs · 41 reviews · avg severity 2.6/3 · versions 17.39.2, 17.36.0]

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

"Very disappointing customer support experience. – I have Tinder Plus through my Revolut Premium membership. I had previously redeemed the benefit, then temporarily deleted my Tinder account for personal reasons and restored it a few days la" (1★, GB)

4. Ease paywall pressure [Pricing / subscription · 39 reviews · avg severity 2.3/3 · versions 17.38.0, 17.34.0]

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

"Getting worse everyday – The dating pool where I live is already limited. Tinder proceeds to paywall "matches" that end up being outside my preferred range. Like waaay outside. Then they decide to rearrange the app and make it even less fun" (1★, CA)

5. Soften the redesign backlash [UX / design · 41 reviews · avg severity 2.1/3 · versions 17.38.0, 17.39.2]

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

"Navigation – The new update has made the app worse. The old layout was better when making

changes and editing your profile. Ever heard of “if it ain’t broke don’t fix it”? It’s one of those situations.” (1★, GB)

6. Improve content quality [Feature requests · 36 reviews · avg severity 2.2/3 · versions 17.39.2, 17.33.0]

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

“Dysfunctional – There’s something wrong with the app. I was getting matched with profiles I didn’t swipe on. It’s also full of bots.” (1★, US)

7. Ship the most requested feature [Feature requests · 22 reviews · avg severity 2.0/3 · versions 17.38.0, 17.39.1]

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

“Touch grass? – New update takes away themes (the only good thing Tinder ever had) and adds “touch grass” to the events section, ya know, so you go to their underwhelming & awkward events to get assaulted at? The only people that need ” (1★, US)

8. Fix features broken by the latest update [Bugs · 14 reviews · avg severity 2.3/3 · versions 17.39.2, 17.36.0]

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

“Missing old features – The app is missing some old features like standouts and being able to see who you have sent likes to and I miss those. You also can’t search by categories anymore, which is annoying.” (3★, CA)

9. Stop data / progress loss [Bugs · 13 reviews · avg severity 2.3/3 · versions 17.38.0, 17.33.0]

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

“Recycled profiles, restricted incoming likes – I live in 3rd biggest city and have 40-50 miles radius and it’s repeatedly the same profiles recycled in my stack. I don’t receive likes during peak times and the likes I get are from bots, out” (1★, GB)

10. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.3/3 · versions 17.39.2, 17.37.2]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

“Tinder is greedy – This app is greedy it plays on your emotions and charges you for every little thing you do want to send messages pay receive pay extra like or super like pay they keep you from your match if you don’t pay pay and pay some” (1★, 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.