

App Store complaint report

Todoist: To Do List & Calendar · Todoist Inc. · current version 26.10.12

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2021-10-09 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	3.95
Reviews with a complaint	151 (30%)
Storefronts	CA 200, GB 200, US 100
All-time App Store rating (US)	4.80 from 129,953 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	89	2.4	26.9.23 (8), 25.11.0 (3), 26.8.11 (3)
Feature requests	69	2.2	23.7.21 (3), 25.11.0 (2), 26.8.18 (2)
Pricing / subscription	53	2.2	26.1.11 (3), 25.11.0 (3), 26.8.26 (2)
UX / design	26	2.3	26.5.0 (1), 26.1.11 (1), 25.10.5 (1)
Crashes / freezes	20	2.7	26.9.23 (7), 26.8.5 (1), 26.3.18 (1)
Performance	11	2.4	26.3.18 (1), 26.5.0 (1), 25.1.22 (1)
Ads	1	1.9	24.9.21 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.10.12	6	4.2	17%
26.10.8	4	5.0	0%
26.10.5	1	5.0	0%
26.9.26	5	3.0	40%
26.9.23	9	2.3	89%
26.9.21	5	5.0	0%
26.9.17	3	4.3	33%
26.9.13	4	4.0	25%

Representative quotes

Bugs

“Can’t sign up – None of the sign up options work and if you try to generate a password they’re all ‘too easy to guess’ even if they contain 30 characters with special characters and numbers. I would contact customer support but it’s not worth the time. Most ap” (1★, v25.11.8, GB, 2025-11-17)

“App can’t load any template – I am facing issue where none of the templates can be loaded in the app. I restarted phone, restarted internet, tried data network as well as tried reinstalling app - nothing worked.” (1★, v26.1.17, CA, 2026-01-27)

Feature requests

"New Google Calendar sync is Awful - Please restore previous integration - I love Todoist, I run my life on it. The updated Google calendar sync has destroyed my entire life organization. Why did you destroy the most helpful Todoist integration and make everyt" (1★, v25.2.18, CA, 2025-02-28)

"Super disappointing in the end - I started using ToDoist when lockdown meant I had to time to re-engineer my whole life. At first it seemed as if it was the beginning of a really comprehensive time management system that would constantly evolve. It was quite e" (2★, v23.5.32, CA, 2023-05-30)

Pricing / subscription

"Used it for years, but the price stopped me using it. - Way too expensive a subscription." (1★, v26.1.11, GB, 2026-01-20)

"Subscription? No thanks - I agree with other users: if the reminder function is linked to a monthly subscription, then the developpers must forget me as a customer and a user of Todoist. I can pay a one time fee, but monthly subscription is a swindle. No thank" (3★, v21.11.18, CA, 2021-12-08)

UX / design

"Unusable on old iPhone or web - No app for my iPhone 6 (iOS 12), fine, somewhat understandable. But also no web interface accessible from a browser on an iPhone 6? That's a bizarre design choice that means I can't actually take Todoist with me when I'm away fr" (1★, v22.11.20, CA, 2022-11-30)

"It's a mess - At this price and stage of development, I would really expect Apple calendar sync. Without it this app is useless to me. Also no import from other apps and the user interface is a lot more confusing than it used to be. Not a fan currently." (2★, v26.1.11, GB, 2026-01-21)

Crashes / freezes

"App crashes after updating to iOS 26.4.2 - App refuses to launch after the iOS update. Consistently crashes. Is unusable now. Guess I'll just wait for an update." (1★, v26.9.23, US, 2026-10-01)

"Immediately crashed can't open - Just downloaded it on my iPhone and it immediately crashed. Deleted it and redownloaded it same problem." (1★, v26.9.23, US, 2026-09-30)

Performance

"Overall great app with some caveats - It does one thing(To-do list) but does it really well. Pros: 1. Keywords recognition in the title of the task. For example, daily, Monday all these would trigger the specific time interval function. 2. Projects, filters, d" (4★, v23.1.4, GB, 2023-01-15)

"Doesn't work - Mine keeps freezing on me every single time I try to add a task. Absolute garbage app." (1★, v26.3.18, CA, 2026-03-21)

Ads

"Spam Hell - If you do a free trial don't expect the spam mails to stop anytime soon." (1★, v24.9.21, CA, 2024-10-01)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 31 reviews · avg severity 2.2/3 · versions 26.1.11, 24.6.4]

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

"Too expensive for what you get - I will be looking for alternatives apps that do the same things the pro version of Todoist does. £20-£25 per year should be the price range for a product offering like this. For reference, a Formula 1 yearly" (1★, GB)

2. Stop data / progress loss [Bugs · 24 reviews · avg severity 2.4/3 · versions 25.1.26, 25.7.19]

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

"Completely loses items - I had a long list of items in a 'project' I had laboriously copied ovet from Apple Reminders app. Today opened Todoist and 90% of them were gone without a trace. Not marked completed, not marked deleted, not even " (1★, US)

3. Ship the most requested feature [Feature requests · 25 reviews · avg severity 2.1/3 · versions 25.1.26, 22.6.4]

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

"bring back the add button - every since you guys removed the add button from the main menu i have been furious. my live is falling apart now please do add it back otherwise i will sue you." (3★, US)

4. Soften the redesign backlash [UX / design · 22 reviews · avg severity 2.3/3 · versions 25.2.18, 23.11.23]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
"Redesign went against productivity – I considered this as a 6-star app up till the design update. I am usually up for redesigns, however, not when features and the productivity goes down with it. Excessive white spaces and line heights so " (3★, GB)

5. Fix notifications [Bugs · 23 reviews · avg severity 2.1/3 · versions 24.9.21, 26.9.13]

Check notification delivery and let users control frequency in settings.

"It doesn't work!! – I'm disappointed with Todoist's notifications. Even for urgent tasks and reminders, the notification appears briefly and disappears like a regular notification, making it very easy to miss. I expected stronger, more per" (1★, US)

6. Fix features broken by the latest update [Bugs · 17 reviews · avg severity 2.3/3 · versions 24.8.13, 25.2.6]

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

"Increasingly Broken – Recent updates have caused it to freeze on iPhones and require a full reset. Integration with calendar has been taken away so that you can't see your todoist tasks alongside regular appointments. It's generally startin" (2★, CA)

7. Ease payroll pressure [Pricing / subscription · 17 reviews · avg severity 2.2/3 · versions 24.6.4, 24.12.20]

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

"no reminders - only premium – thought i found my absolute holy grail app after trying dozens.. then realised there's a payroll for even getting task reminder notifications. now i understand that it's important to have a revenue to keep the " (4★, GB)

8. Simplify navigation [UX / design · 13 reviews · avg severity 2.3/3 · versions 24.1.5, 25.1.1]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"No longer the perfect GTD App – I've used Todoist for several years now with the professional subscription. I've been a huge fan all this time. Unfortunately I find the new UI a huge backwards step. I can't find anything quickly anymore, th" (1★, GB)

9. Answer support requests [Bugs · 12 reviews · avg severity 2.3/3 · versions 25.7.19, 25.2.22]

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

"Lack of transparency and poor support – I had a very frustrating experience with Todoist's customer service. I requested a refund through their ticketing system, but they refused to process it because I supposedly did not provide a transact" (1★, CA)

10. Fix login / account access [Bugs · 10 reviews · avg severity 2.4/3 · versions 26.7.17, 24.2.7]

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

"BUG!!!!!! – I have been using Todoist and really like the product, but I ran into a critical bug that locked me out of my account. My original account was created via Sign in with Apple. When I tried to update my account email address, I " (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.