

App Store complaint report

Trello: Daily Task Tracker · Trello, Inc. · current version 2026.21

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2025-04-18 to 2026-10-16).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.83
Reviews with a complaint	170 (57%)
Storefronts	US 261, GB 39
All-time App Store rating (US)	4.34 from 7,020 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	123	2.4	2026.2 (8), 2026.1 (7), 2025.9 (7)
UX / design	62	2.2	2026.6 (4), 2026.2 (4), 2025.24 (4)
Feature requests	54	2.1	2026.2 (5), 2025.24 (4), 2026.11 (3)
Performance	29	2.5	2026.12 (3), 2026.12.1 (2), 2026.11 (2)
Pricing / subscription	20	2.3	2026.2 (3), 2026.1 (3), 2026.3 (2)
Crashes / freezes	16	2.7	2026.12 (2), 2025.24 (2), 2026.20 (1)
Ads	1	3.0	2026.5 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.21	2	3.5	50%
2026.20	2	2.0	100%
2026.19	7	2.4	71%
2026.18	6	2.5	50%
2026.17	3	4.0	33%
2026.16	3	3.0	67%
2026.15	7	2.6	57%
2026.14	5	2.6	40%

Representative quotes

Bugs

“Huge bug makes it impossible to use – Site is way better but a shame that the app doesn’t work properly, after creating a list, the sync constantly updates to “enabling finish status” and Disabling finish status” every second and it slows the app to an impossi” (1★, v2026.12, US, 2026-06-14)

“Doesn’t work – This last update makes the app unusable. It takes an hour to load and it’s so glitchy. If I didn’t use this for work then I would delete it.” (2★, v2025.12, US, 2025-06-13)

UX / design

“Confusing interface. – I came in excited, and left frustrated. Too much to try and figure out. I’ll stick with a text thread.” (2★, v2025.21.1, US, 2025-11-05)

"...was locked out for no reason. Customer service is non existent. Find another way to manage your list and projects. 2026 update — the UI with iOS 26.5 is horrendous." (1★, v2026.9.1, US, 2026-05-12)

Feature requests

"No Public Trello Access – Unfortunately the app, unlike its web-browser counterpart, has no feature to allow you to import or view other people's assembled trello's. This means that, for my purposes of downloading the app, it is useless and I am promptly delet" (1★, v2026.11, US, 2026-05-29)

"Wanted to Foster or Adopt a Cat – This app prevents me from viewing available pets. Or doing any kind of meaningful navigation. There's LOTS of extraneous nonsense though, if you'd prefer to make a lists or look obsessively at the Best Friends LOGO. I could " (1★, v2026.11, US, 2026-05-31)

Performance

"Slow and glitchy – Hard to use the app as it is so slow and laggy" (1★, v2026.19, GB, 2026-09-23)

"Some issues – Good app, but it has some issues: - Sometimes it's very slow, with 5+ second latency between interaction and UI update. The only reliable fix seems to be to delete the app and reinstall—closing and reopening doesn't work. - Due date reminders ar" (4★, v2026.12.1, US, 2026-06-15)

Pricing / subscription

"noisy af – The onslaught of welcome prompts and dummy data cannot be easily dismissed with a single click. No visual feedback when selecting the x button to dismiss prompts. Accounts begin with an expiring premium tier so you can't evaluate which features will" (1★, v2026.1, US, 2026-01-08)

"Way too expensive – Trello is a pretty good app but all of the sudden the parent company (Atlassian) started charging outrageous annual pricing now \$ 120/annually. Atlassian did the same with Evernote, now \$250 annually. If you decide to subscribe, do so on " (1★, v2026.20, US, 2026-10-16)

Crashes / freezes

"...back in. That's fair, maybe it's for security, but that's not the problem. The problem, is that every time it happens, the app gets stuck on a loading screen forever no matter what I try. I've tried restarting. Doesn't do anything. The only thing that fixes i" (1★, v2026.6, US, 2026-03-31)

"Keep freezing – The app isn't working properly at all.. keeps freezing or not saving properly. Impossible to manage tasks on the go." (1★, v2025.21.1, GB, 2025-11-05)

Ads

"Intrusive Jira Pop Up – Today, 3/2/2026 I'm unable to use trello on web because there's a big message that prompts me to sign up for Jira. There's no way to close or minimize this message. Im deleting and moving my tasks somewhere else." (1★, v2026.5, US, 2026-03-12)

The 10 most important fixes

1. Stop data / progress loss [Bugs · 33 reviews · avg severity 2.5/3 · versions 2026.2, 2026.13.1]

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

"Has frequent data loss – I fairly regularly type in notes to a card's description, then often switch to another app to keep doing what I was doing. If you do not click save, then after a few minutes, returning to the app will automatically " (2★, US)

2. Simplify navigation [UX / design · 34 reviews · avg severity 2.3/3 · versions 2026.6, 2025.11]

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

"Confusing – So confusing and not user friendly. So hard to search for a specific board and you have to know EXACT name or you won't find what you are looking for, even if you just accidentally add an extra "/" at the end" (2★, US)

3. Fix login / account access [Bugs · 29 reviews · avg severity 2.6/3 · versions 2025.9, 2026.3]

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

"Awful Sign Up – Partner asked me to sign up so we could use it to plan our wedding. The link that made it to my email didn't work. Tried to log back in and it wouldn't accept "log in with apple." Tried to change the password but it required" (1★, US)

4. Soften the redesign backlash [UX / design · 28 reviews · avg severity 2.3/3 · versions 2025.24, 2025.11]

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

“Why? – Why has the card layout changed so that you can’t see the picture associated with it properly? ALL my media libraries are now ruined because I can’t see book covers, film posters, album covers etc. How can ANYONE think this is a g” (1★, GB)

5. Speed up loading [Performance · 17 reviews · avg severity 2.5/3 · versions 2026.12, 2026.12.1]

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

“Very laggy and slow – App is quite laggy and slow and takes a long time to sync. I was testing with just 3 boards with 2-3 tasks in each board and it’s sooooo slow. I hope the developers fix this. I’m on an iPhone 16 pro and it’s impossib” (2★, US)

6. Fix features broken by the latest update [Bugs · 18 reviews · avg severity 2.3/3 · versions 2025.24, 2025.8]

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

“Deep linking stopped working – Recently deep linking stopped working. Neither trello links from emails, slack or chrome open in trello app anymore just taking us to browser.” (3★, GB)

7. Answer support requests [Bugs · 15 reviews · avg severity 2.6/3 · versions 2026.9.1, 2026.1]

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

“Disappointed – Potentially a good app...however there is no way to purchase it through the Apple App Store. I have tried to contact the ‘Trello Team’ through their own supplied link AND again through their provided customer support link...both ” (1★, US)

8. Ship the most requested feature [Feature requests · 19 reviews · avg severity 1.9/3 · versions 2025.24, 2025.20]

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

“...However, for my use case not on a large team all of Trello misses the marked by about 15%. I still pay 13 bucks a month and I would love to feel valued as a customer. I’m really sick of having carry around links to Safari page views on my ” (2★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.6/3 · versions 2025.21.1, 2025.24]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Unable to add inbox tasks – I have just switched from Android to iOS, and while the experience on Android was great, on my new iPhone I am simply unable to add new tasks - the app just hangs and crashes. Very disappointing” (1★, GB)

10. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.5/3 · versions 2026.1, 2026.2]

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

“Horrible customer service – They have shady business practices. It’s great until you want to cancel. Then they give you very short notice of upcoming charges, are not upfront that charges are coming, and have a policy where you can’t get a” (1★, 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.