

App Store complaint report

WhatsApp Messenger · WhatsApp Inc. · current version 26.41.75

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-25 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.04
Reviews with a complaint	125 (42%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.68 from 18,824,030 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	103	2.2	26.41.74 (45), 26.40.77 (31), 26.38.74 (12)
Feature requests	38	1.9	26.41.74 (14), 26.40.77 (14), 26.38.74 (6)
UX / design	29	1.9	26.40.77 (11), 26.41.74 (9), 26.38.74 (6)
Performance	18	2.5	26.41.74 (6), 26.40.77 (5), 26.37.76 (3)
Crashes / freezes	12	2.7	26.41.74 (5), 26.40.77 (3), 26.38.74 (2)
Pricing / subscription	1	1.9	26.41.74 (1)
Ads	1	1.7	26.41.74 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.41.74	135	3.3	37%
26.40.77	100	3.2	40%
26.39.75	14	2.4	57%
26.39.74	6	2.7	33%
26.38.74	29	2.1	55%
26.37.76	16	2.3	56%

Representative quotes

Bugs

“horrible update – absolutely catastrophic update - non-collapsible sidebar is rubbish, not to mention the removed search bar - the whole thing is riddled with bugs and layout errors - pls fix asap, this is almost unusable!” (1★, v26.38.74, GB, 2026-10-15)

“Glitches so many things in iPhone – No screen share audio and headphones don’t work. Full of bugs” (1★, v26.41.74, CA, 2026-10-21)

Feature requests

“Too much – This app shouldn’t take over my phone. It needs more options like I don’t want sound when I send.” (1★, v26.39.75, CA, 2026-10-09)

"Siri AI adoption. – Great app but will only give it the full 5 when it adopts Siri AI. In America they may regularly use iMessage, however, in the UK the main messaging app is WhatsApp. Until you adopt Siri AI we can't extract important information using Siri." (4★, v26.41.74, GB, 2026-10-19)

UX / design

"BAD UI Decision – This is really the worst GUI design ever. It is so unproductive. Please go back to the previous design. Also Copy and Paste does not work properly. Why break what has been good for a long time." (1★, v26.38.74, CA, 2026-10-07)

"If you can avoid WhatsApp, don't use it – Not only is this confusing you're constantly banned if your group is out of the country you are out of luck." (1★, v26.41.74, US, 2026-10-20)

Performance

"Slow – I have iPhone 7 and the app does not load Would not recommend" (1★, v26.40.77, GB, 2026-10-15)

"macOS app is terrible – Laggy, buggy, slow." (1★, v26.41.74, GB, 2026-10-22)

Crashes / freezes

"WhatsApp stuck – While taking backup it got stuck and now I'm unable to open WhatsApp at all. It's just stuck at recovery unable to start. Not able to do anything other than delete and reinstall, but I'll lose all my data ☹️" (1★, v26.41.74, GB, 2026-10-20)

"Chats will not open! – The chats will freeze and just NOT open unless I quite the app (often more than once) and the updates aren't doing jack to fix it (Mac application)" (1★, v26.38.74, CA, 2026-10-06)

Pricing / subscription

"Great one not free – Start to be afraid but still happy to be connected, I can't afford any payments but if I didn't I'll be cut off from friends and family ☹️♂️ put your head down and think ☹️" (5★, v26.41.74, GB, 2026-10-20)

Ads

"Anuncios – Como le van a poner anuncios? Algo que no ha tenido desde siempre, que puto asco" (1★, v26.41.74, US, 2026-10-22)

The 10 most important fixes

1. Fix login / account access [Bugs · 35 reviews · avg severity 2.5/3 · versions 26.41.74, 26.40.77]

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

"Login problems – I want to login my WhatsApp on new phone, they logout on my old phone and now login in my new phone, I try this for last 2 days but every time they said try again in after 1 hours" (1★, GB)

2. Soften the redesign backlash [UX / design · 27 reviews · avg severity 2.0/3 · versions 26.40.77, 26.41.74]

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

"Current design is a turd. – Whoever came up with the fixed panel on left side should just be let go... It takes 1/4 of screen rendering it useless. What is the point of Mac app if web version is miles ahead." (1★, GB)

3. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.8/3 · versions 26.40.77, 26.38.74]

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

"Bring back the option to hide the sidebar – Today's update forced a huge labelled sidebar onto the Mac app, and there's no way to hide or collapse it. It wastes screen space, clutters the window, and pushes Communities, Updates and Meta AI " (1★, GB)

4. Answer support requests [Bugs · 15 reviews · avg severity 2.7/3 · versions 26.37.76, 26.38.74]

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

"Poor Customer Service – Haven't used it since been out of town, due to activity purposes, use it to receive group notice. Got banned for no reason, claimed for using, not even give me a reason before permanently banned the account. Even cou" (1★, CA)

5. Stop data / progress loss [Bugs · 17 reviews · avg severity 2.2/3 · versions 26.40.77, 26.41.74]

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

"Lost all my data – I suffered an accident and had to change the phone, to open the app on the new phone I BACKED UP EVERYTHING! And when i opened EVERYTHING WAS GONE! Just empty group msg's with NOTHING in it! I cant trust this app. Have to " (1★, US)

6. Fix features broken by the latest update [Bugs · 13 reviews · avg severity 1.9/3 · versions 26.41.74, 26.40.77]

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

"Whete is header and call button – Call button gone" (1★, GB)

7. Simplify navigation [UX / design · 11 reviews · avg severity 2.1/3 · versions 26.40.77, 26.38.74]

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

"I hate it – I actually hate using technology now. They change the goalposts constantly. I don't want contacts saved WhatsApp separately from my phone contacts. Trying to delete them through the app which I can't find a way to do. It's just " (1★, GB)

8. Fix notifications [Bugs · 10 reviews · avg severity 1.9/3 · versions 26.41.74, 26.39.75]

Check notification delivery and let users control frequency in settings.

"Event changes are bad – In a few larger communities where many events are created (we have dedicated admin chats that share the weekly events), community chats have 100s of people with many messages and events being created, I have all the " (1★, CA)

9. Fix crash on launch [Crashes / freezes · 7 reviews · avg severity 2.9/3 · versions 26.41.74, 26.40.77]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"It stops and shuts suddenly. – It constantly shuts and stops working saying that it's a memory issue. With the same memory space I have running all apps this is the only one that crashes. Also when it has trouble opening, it leaves the What" (1★, US)

10. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.6/3 · versions 26.41.74, 26.40.77]

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

"App freezes – After yesterday's update the app opens but it freezes in iOS." (1★, GB)

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.