

App Store complaint report

YouTube · Google · current version 21.42.4

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	2.92
Reviews with a complaint	155 (52%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.67 from 49,546,355 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
UX / design	64	1.9	21.42.4 (37), 21.41.5 (27)
Ads	60	2.2	21.41.5 (39), 21.42.4 (21)
Feature requests	54	1.9	21.42.4 (27), 21.41.5 (27)
Bugs	53	2.0	21.41.5 (32), 21.42.4 (21)
Pricing / subscription	32	2.2	21.42.4 (17), 21.41.5 (15)
Performance	10	2.3	21.41.5 (6), 21.42.4 (4)
Crashes / freezes	9	2.4	21.41.5 (5), 21.42.4 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
21.42.4	119	2.7	58%
21.41.5	178	3.0	48%
21.33.6	3	5.0	0%

Representative quotes

UX / design

“Bad Update Management. – YouTube somehow manages with each and every update to bring down the enjoyability and functionality of their own app. I've yet to see a single quality of life update ACTUALLY be quality of life. YouTube needs to get their eggs in order” (1★, v21.41.5, CA, 2026-10-21)

“It’s Going Downhill – Recently they’ve just been shifting all the ui around and changing things that make the app incredibly difficult to navigate. Again, recently, they’ve been NUKING random videos with no clear reason. I was watching a video last week that w” (2★, v21.42.4, US, 2026-10-22)

Ads

“Ads – Ads have recently gotten so bad that I quit using the app; A chain of unskippable ads spanning at least 30 secs every 3 minutes is ridiculous and makes the app unusable. Also the banner ads that pop up, taking up a quarter of my video, in the short amoun” (1★, v21.41.5, CA, 2026-10-18)

“Never work – All the time on my iPad and phone, the app never wants to load and every video buffers. It doesn’t matter if I’m on data or WiFi, it doesn’t matter if I boost my WiFi, it doesn’t matter if I try different WiFi it’s always the same... it gets really ” (1★, v21.42.4, US, 2026-10-22)

Feature requests

"YouTube shorts issue – YouTube is a great app for entertainment and etc. However, I am progressively feeling the need to delete the app due to the Shorts feature. There is no way of disabling Shorts on YouTube (IOS) other than clicking "Not interested" on EVER" (3★, v21.41.5, GB, 2026-10-19)

"New UI is terrible on Iphone – They have removed the subscription page from the bottom and added a bar at the top, this completely ruins one handed use of the app... clearly wasn't tested enough. And there is no option to revert the Ui terrible" (1★, v21.42.4, GB, 2026-10-22)

Bugs

"Extremely lagging and crashing – Needs immediate fix! – As a YouTube Premium member, I expect a smooth experience, but the current state of this app is terrible. It constantly lags, features glitch out, and it repeatedly crashes automatically. Reinstalling the" (3★, v21.41.5, CA, 2026-10-18)

"App so buggy – What's going on with the app at the moment?! Constantly have an issue where after watching a video the bottom nav bar becomes completely unresponsive and you need to restart the app to get things working again. So frustrating" (1★, v21.41.5, GB, 2026-10-19)

Pricing / subscription

"A bad company, that has finally made me quit for good - didn't let me use my own subscription – It was already bad enough that it automatically starts at the home feed, not your library, so that you are compelled to see the feed and get sucked into watching re" (1★, v21.41.5, GB, 2026-10-20)

"Ads horrendous – I will never pay for premium, purely because I do not negotiate with terrorists! The number of ads is designed to drive you insane and pay. Not going to happen. Ruined a once great platform." (1★, v21.41.5, GB, 2026-10-21)

Performance

"Slower thumbnail loading on homepage – Compared to other social apps, the homepage thumbnails loading is much slower on the YouTube app. Also the latest feature, the screen rotation animation is disguising. Clicking on scale up icon on the video made the vid" (2★, v21.42.4, US, 2026-10-22)

"Rot – Genuinely has to have some sort of rot or server errors. Nothing loads ever especially the shorts. You have to close the video and re open it multiple times, sometimes even have to exit youtube itself. I know this isnt just my device or connection either" (1★, v21.42.4, US, 2026-10-22)

Crashes / freezes

"Stuck playing shorts – Will only play 'shorts' now, and I can't even choose which ones. And that's only when I don't get a black screen." (1★, v21.41.5, GB, 2026-10-20)

"Unable to skip ads – When ads start playing, the skip button is missing. Once ad is done playing, the whole screen freezes and nothing happens. I have restart the application to get back to what I was watching" (1★, v21.41.5, CA, 2026-10-21)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 74 reviews · avg severity 2.0/3 · versions 21.42.4, 21.41.5]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "destroyed the interface – the designer destroyed the interface no access to controls update worst never before so broken" (1★, US)

2. Reduce ad frequency and length [Ads · 59 reviews · avg severity 2.2/3 · versions 21.41.5, 21.42.4]

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

"ADS ADS ADS ADS – Would you like a side of Adverts with your Adverts sir???? Unwatchable" (1★, GB)

3. Improve content quality [Feature requests · 30 reviews · avg severity 2.0/3 · versions 21.41.5, 21.42.4]

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

"Too much divisive content – Too much toxic, hateful content." (1★, GB)

4. Ship the most requested feature [Feature requests · 33 reviews · avg severity 1.8/3 · versions 21.42.4, 21.41.5]

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

"Angels – I don't want to see your stupid Victoria secret angles show. As a premium subscriber I should have option to "Don't recommend channel" Btw same applies to your Max and other tv adds. No I don't want any of that, in fact this is th" (1★, US)

5. Simplify navigation [UX / design · 24 reviews · avg severity 2.1/3 · versions 21.42.4, 21.41.5]

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

"Navigation UI updates – So disappointed in the new navigation update. I'm not interested in watching shorts or uploading my own, so this new navigation makes no sense to me and I have no way to change it back. I use YouTube for watching c" (1★, CA)

6. Fix features broken by the latest update [Bugs · 15 reviews · avg severity 1.8/3 · versions 21.41.5, 21.42.4]

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

"Features keep getting removed – Google sure likes removing features. Previously the screen casting to a TV let you stay connected and build a queue, then they broke the queue, then they broke it staying connected (now only works one video a" (1★, CA)

7. Ease payroll pressure [Pricing / subscription · 8 reviews · avg severity 2.4/3 · versions 21.41.5, 21.42.4]

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

"Members only ? – I pay to get "Premium". so what do I get on my screen but Members only. like I'm going to pay another \$50 a month to watch my videos! It will never happen with me . Thinking of cancelling YouTube. For sure any s" (3★, CA)

8. Justify or adjust the price [Pricing / subscription · 8 reviews · avg severity 2.2/3 · versions 21.42.4, 21.41.5]

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

"Good but at what cost – I love YouTube without commercials but DANG IT IS EXPENSIVE. I am truly beginning to think that I might cancel my subscription. It has doubled in price compared to when I started paying for it." (3★, US)

9. Speed up loading [Performance · 6 reviews · avg severity 2.3/3 · versions 21.41.5, 21.42.4]

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

"my comments lag atleast 4 times a week – i often comment on posts, but once i exit the post and return to it later the comment doesn't show up at all. no proof that i had even written it! also, when i tap the reply button on the comment it " (4★, CA)

10. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.3/3 · versions 21.41.5, 21.42.4]

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

"Lost downloaded video – My downloaded videos disappeared when I watched them in subway outside of mobile connection and didn't show up back after I became online. It also didn't show in history. It shouldn't be like this for Youtube premium" (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.