

Complaints Index Report for Airports

February 2024

Least Complaints ----- 100,000 Passengers ----- Most Complaint

Airports ranking according to the number of complaints

International Airports More than 6,000,000 Passengers Annually

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
King Khaled International Airport	1	1	20	100%	Baggage, Security process, Transportation
Prince Mohammed International Airport	1	1	8	100%	Check-in Process, Services and Public Facilities, Al Tanfeethi
King Fahad International Airport	1	1	7	100%	Check-in Process, Security process, Transportation
King Abdulaziz International Airport	1	1	32	97%	Check-in Process, Security process, Transportation

International Airports Less than 6,000,000 Passengers Annually

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
Prince Sultan International Airport	1	1	2	100%	People with reduced mobility, Check-in Process
Taif International Airport	1	7	1	100%	Check-in Process
Abha International Airport	2	2	5	100%	Check-in Process, Transportation, Security process
King Abdullah International Airport	2	2	4	100%	Transportation, People with reduced mobility, Security process
Al Jouf Airport	5	2	2	100%	Check-in Process, Security process

Domestic Airports

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
Gurayat Domestic Airport	5	0	1	100%	Check-in Process
Rafha Domestic Airport	26	15	2	100%	Check-in Process

Total number of complaints

↑ 84

Feb 2024

↓ 83

Feb 2023

Complaints Categories for airports

Baggage	Security process	Transportation	Commercial services	People with reduced mobility	Check-in Process	Business and First Class Services	Services and Public Facilities	Al Tanfeethi

* The airports statistics above show only the airport that received complaints this month

* The above statistics has been gathered on 1st of March

0% - 39% 40% - 59% 60% - 89% 90% - 100%