

Complaints Index Report for Airports

March 2022

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
Prince Mohammed International Airport	0.3	3	2	%100	📄
King Fahad International Airport	1	1	4	%100	🗑️ 📄 📄
King Khaled International Airport	1	1	19	%80	📄 🗑️ 🚗
King Abdulaziz International Airport	2	5	40	%82	📄 🗑️ 📄

Least Complaints



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
Abha International Airport	2	3	3	%100	📄 🗑️ ♿
Prince Naif International Airport	2	6	1	%100	🗑️
King Abdullah International Airport	2	1	3	%100	🗑️ 📄 🚗
Prince Abdulmohsen Airport	3	7	1	%100	📄
Aljouf Airport	4	3	1	%100	📄
Prince Sultan International Airport	4	4	3	%100	🗑️ 📄
Taif International Airport	5	3	3	%67	🗑️ 🛒 📄

100,000 Passengers



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
Baha Domestic Airport	6	0	1	%100	📄
Arar Domestic Airport	7	0	1	%100	📄
Sharurah Domestic Airport	8	0	1	%100	📄
Bisha Domestic Airport	9	5	2	%100	📄 🛒

Most Complaint

Total number of complaints

↓ 85

March 2022

↑ 86

March 2021

Complaints Categories for airports

Preventive precautions	Baggage	Security process	Transportation	Commercial services	People with reduced mobility	Check-in Process	Business and First Class Services	Services and Public Facilities	Executive Office
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* The airports statistics above show only the airport that received complaints this month

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

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