

Complaints Index Report for Airports

April 2023

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 Abdulaziz International Airport	2	1	62	90%	Baggage, Security process, Transportation
Prince Mohammed International Airport	2	0.3	12	100%	Security process, People with reduced mobility, Check-in Process
King Khaled International Airport	2	1	38	93%	Baggage, Security process, Check-in Process
King Fahad International Airport	2	1	20	100%	Baggage, Security process, Executive

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
Taif International Airport	1	1	1	100%	Baggage
King Abdullah International Airport	1	9	2	100%	Baggage, Security process
Hail Airport	2	0	1	100%	Baggage
Prince Abdulmohsen Airport	3	0	1	100%	Commercial services
Prince Naif Airport	3	4	3	100%	Security process, Check-in Process
Abha International Airport	5	0	14	100%	Security process, Baggage, Check-in Process
Aljouf Airport	5	0	2	100%	Security process, Baggage
Prince Sultan Airport	8	2	11	100%	Baggage, Check-in Process, Security process
Alahsa International Airport	17	0	2	100%	Security process

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
Bisha Domestic Airport	4	0	1	100%	Baggage
Arar Domestic Airport	5	0	1	100%	People with reduced mobility
Najran Domestic Airport	6	9	3	100%	Security process, People with reduced mobility
Al Quryat Domestic Airport	8	8	1	100%	Baggage
Rafha Domestic Airport	19	7	1	100%	Check-in Process
King saud Domestic Airport	19	0	4	100%	Baggage, Security process, Executive
Alqaisumah Domestic Airport	21	7	4	100%	Executive, Baggage, Check-in Process
Sharurah Domestic Airport	52	0	9	100%	Security process, Baggage, Executive

Most Complaint

Total number of complaints

↑ 193

April 2023

↓ 90

April 2022

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	Executive
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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 May

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