Complaints Index Report for Airports

August 2021

Airports ranking according to the number of complaints

		Percentage of complaints for this month per 100,000 passenger		Actual number of complaints for this month	Percentage of complaints resolved on time for this month	The most received complaints' category for this month		
nternational Airports ore than 6,000,000 Passengers Annually	King Fahad International Airport	0.2	0.4	1	100%	Ť		
	King Khalid International Airport	2	0.1	13	63%	PASSPORT	Ť	
	King Abdulaziz International Airport	3	3	39	61%	PASSPORT	Ť	
•								
aternational Airports s than 6,000,000 Passengers Annually	King Abdullah Airport	2	2	3	80%	PASSPORT		
	Abha International Airport	3	1	8	90%		PASSPORT	
	Prince Sultan bin Abdulaziz International Airport	3	0	3	100%	PASSPORT	Ť	
	Taif International Airport	3	0	2	100%		PASSPORT	
	Hail International Airport	5	0	2	100%	Ť		
omistic	Bisha Airport	4	0	1	100%			
	Najran Airport	5	0	2	50%	Ť	T T	
	Arar Airport	5	0	1	100%	PASSPORT		
	Sharurah Airport	15	0	2	100%			
	King Saud Airport	20	0	6	83%	ĮΣŢ		

Total number of Complaints 183 August 2021 120 August 2020

Complaints categories for airports



precautions



Baggage



Process





Commercial

Services



reduced mobility



Check-in

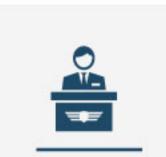
Process



Business and First

Class Services

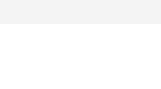












Services and Executive **Public Facilities** Office

%0-%39



Transportation

%40-%59



%60-%89



%90-%100



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

* The above statistics has been gathered on 1st of September, 2021



