

Complaints Index Report for Airports

August 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
King Khaled International Airport	1	1	34	%79	Baggage, Security process, Preventive precautions
Prince Mohammed International Airport	1	0	8	%100	Security process, Baggage, Preventive precautions
King Abdulaziz International Airport	1	3	41	%76	Security process, Baggage, Check-in Process
King Fahad International Airport	2	0	17	%95	Baggage, Security process, Check-in Process

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
Prince Naif International Airport	1	0	1	%100	People with reduced mobility
Abha International Airport	3	3	10	%80	Check-in Process, Security process, Check-in Process
Prince Sultan International Airport	3	3	4	%100	Check-in Process, People with reduced mobility, Preventive precautions
Taif International Airport	4	3	4	%100	Preventive precautions, People with reduced mobility, Baggage
Aljouf Airport	5	0	3	%100	People with reduced mobility, Baggage
King Abdullah International Airport	7	2	14	%86	Security process, Check-in Process, Baggage

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
Najran Domestic Airport	4	5	3	%100	Check-in Process, Check-in Process
King saud Domestic Airport	6	20	3	%100	Security process
Alqaisumah Domestic Airport	10	0	2	%0	Baggage
Arar Domestic Airport	11	5	3	%100	Check-in Process, Commercial services, Baggage
Gurayat Domestic Airport	12	3	2	%100	Security process, Commercial services
Alwajh Domestic Airport	18	0	1	%100	Security process
Wadi Aldwaser Domestic Airport	20	0	2	%100	Security process

Most Complaint

Total number of complaints

152



August 2021



83

August 2022

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

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

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

%40-49% %50-59% %60-69% %70-79% %80-89% %90-99% %100