



# Complaints Index Report for Airports

December 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 Fahad International Airport	1	1	6	88%	Baggage, Shopping
King Abdulaziz International Airport	1	3	26	73%	Baggage, Security, People with reduced mobility
Prince Mohammed International Airport	1	1	8	100%	Baggage, Security, People with reduced mobility
King Khaled International Airport	1	1	35	89%	Baggage, Security, People with reduced mobility

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%	Baggage
Hail Airport	1	2	1	100%	Baggage
Taif International Airport	2	0	2	100%	Baggage, Security
King Abdullah International Airport	2	1	4	100%	Baggage, Security, People with reduced mobility
Prince Sultan Airport	2	5	3	100%	Baggage, Security
Abha International Airport	3	2	7	100%	Baggage, Security, People with reduced mobility
Aljouf Airport	6	5	3	100%	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	2	3	1	100%	Security
Bisha Domestic Airport	3	3	1	100%	Baggage
King saud Domestic Airport	4	4	1	100%	Baggage
Arar Domestic Airport	4	0	1	100%	Security
Alquryat Domestic Airport	6	0	1	100%	Security
Wadi aldwaser Domestic Airport	11	12	1	100%	People with reduced mobility
Dwadmi Domestic Airport	82	0	1	100%	Security

Most Complaint

Total number of complaints

↓ 103

December 2022

112

↑

December 2021

## Complaints Categories for airports

--	--	--	--	--	--	--	--	--	--

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

\* The above statistics has been gathered on 1st of Jan

100-139 140-159 160-189 190-2100