

Complaints Index Report for Airports

December 2021

Airports ranking according to the number of complaints

	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	The most received complaints' category for this month	
International Airports More than 6,000,000 Passengers Annually	King Fahad International Airport	1	1	5	63%	
	Prince Mohammed International Airport	1	5	3	100%	
	King Khaled International Airport	1	1	20	58%	
	King Abdulaziz International Airport	3	5	65	57%	
International Airports Less than 6,000,000 Passengers Annually	King Abdullah International Airport	1	2	1	100%	
	Abha International Airport	2	2	3	100%	
	Hail International Airport	2	3	1	100%	
	Aljuf Airpot	5	4	2	100%	
	Prince Sultan bin Abdulaziz International Airport	5	4	6	100%	
	Alula International Airport	5	0	1	100%	
Domestic Airports	Najran Airport	3	0	2	100%	
	Bisha Airport	3	0	1	100%	
	King Saud Airport	4	0	1	100%	
	Wadi Aldwaser Airport	12	0	1	100%	

Total number of Complaints ↑ 112 | December 2021 ↓ 78 | December 2020

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

%0-%39 ■ %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 January