



Complaints Index Report for Airports

February 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	1	1	21	71%	Baggage, Security process, Transportation
King Khaled International Airport	1	0	15	78%	Check-in Process, Baggage, Security process
King Fahad International Airport	1	1	8	78%	Security process, Baggage, Check-in Process
Prince Mohammed International Airport	1	1	12	100%	Security process, Check-in Process, Transportation

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 Sultan Airport	1	0	1	100%	Security process
Prince Naif International Airport	1	0	1	100%	Security process
Abha International Airport	2	1	7	100%	Security process, Check-in Process, Transportation
King Abdullah International Airport	2	2	3	67%	Security process, Security process
Aljouf Airport	2	0	1	100%	Security process
Alula International Airport	5	0	1	100%	Security process
Taif International Airport	7	0	7	100%	Security process, Baggage, Transportation

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	6	1	100%	Security process
Bisha Domestic Airport	4	4	1	100%	Security process
Arar Domestic Airport	4	0	1	100%	Transportation
Sharurah Domestic Airport	6	0	1	100%	Baggage
Al qaisumah Domestic Airport	6	7	1	0%	Transportation
Rafha Domestic Airport	15	0	1	100%	Check-in Process

Most Complaint

Total number of complaints

↑ 83

February 2023

↓ 43

February 2022

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 Mar

%0-139 %40-159 %60-189 %90-5100