



Complaints Index Report for Airports

January 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 Fahad International Airport | 0 | 1 | 3 | 67% | Baggage, Security process, Transportation |
| Prince Mohammed International Airport | 1 | 0 | 4 | 100% | Security process, Transportation |
| King Abdulaziz International Airport | 1 | 2 | 29 | 72% | Baggage, Transportation, Security process |
| King Khaled International Airport | 1 | 2 | 23 | 97% | Security process, Transportation, 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 | 2 | 1 | 100% | Transportation |
| Abha International Airport | 1 | 1 | 6 | 88% | Security process |
| King Abdullah International Airport | 1 | 3 | 3 | 100% | Baggage, Security process |
| Taif International Airport | 1 | 0 | 2 | 100% | Transportation, Commercial services |
| Prince Sultan Airport | 2 | 4 | 3 | 100% | Security process, Transportation |
| Prince Abdulmohsen Airport | 7 | 0 | 3 | 100% | Security process, Transportation, Baggage |
| Aljouf Airport | 9 | 4 | 5 | 100% | Security process, People with reduced mobility, 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 |
|------------------------------|--|--|--|--|---|
| King Saud Domestic Airport | 4 | 5 | 1 | 100% | Transportation |
| Najran Domestic Airport | 8 | 4 | 5 | 100% | Security process, Transportation, Baggage |
| Al Qaisumah Domestic Airport | 11 | 0 | 2 | 100% | Security process, Transportation |
| Turaif Domestic Airport | 15 | 0 | 1 | 100% | Security process |
| Al Wajh Domestic Airport | 27 | 0 | 1 | 100% | Security process |

Most Complaint

Total number of complaints

92



January 2023



81

January 2022

Complaints Categories for airports



Baggage



Security process



Transportation



Commercial services



People with reduced mobility



Check-in process



Business and First Class Services



Services and Public Facilities



Al Tarfeeth

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

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

%0-%29 ■ %40-%59 ■ %60-%89 ■ %90-%100 ■