

# Complaints Index Report for Airports

March 2021

## Airports rankings according to the number of complaints

Least Complaints

100,000 passengers

Most Complaints

	Number of complaints for this month per 100,000 passenger	Number of Complaints for the same month of last year	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
King Abdullah Bin Abdulaziz Airport	1	1	%100	
King Khalid International Airport	1	11	%79	
Taif International Airport	1	1	%0	
King Fahad International Airport	2	5	%83	
Prince Mohammed bin Abdulaziz Airport	3	3	%25	
Abha International Airport	3	5	%100	
Al-Jouf Airport	3	1	%100	
Prince Abdulmohsen bin Abdulaziz International Airport	4	1	%100	
Prince Sultan bin Abdulaziz International Airport	4	3	%100	
Bisha Airport	5	1	%0	
King Abdulaziz International Airport	5	45	%75	
Prince Naif Bin Abdulaziz Airport	5	2	%100	
Hail Airport	8	4	%0	
Prince Abdulmajeed Bin Abdulaziz Airport	13	1	%100	
Turaif Airport	22	1	%100	
Al-Ahsa International Airport	39	1	%0	

Total number of Complaints **↑ 86** | March 2021 **↓ 41** | March 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 above statistics has been gathered on 1st of April, 2021