

# Complaints Index Report for Airports

May 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 the last year	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
King Fahad International Airport	2	0	%67	Security Process, Baggage, Passport
Abha International Airport	2	0	%100	Security Process, People with reduced mobility, Baggage
Nejran Airport	3	0	%100	Preventive precautions
King Khalid International Airport	4	0	%66	Passport, Preventive precautions, Baggage
Prince Mohammed bin Abdulaziz Airport	4	0	%29	Security Process, Preventive precautions, Passport
King Saud Bin Abdulaziz Airport	4	0	%100	Baggage
King Abdullah Bin Abdulaziz Airport	5	0	%100	Baggage, Passport, Security Process
Taif International Airport	5	0	%100	Passport, Business and First Class Services
Prince Sultan bin Abdulaziz International Airport	5	0	%100	Baggage, Business and First Class Services, Executive Office
Prince Abdulmohsen bin Abdulaziz International Airport	7	0	%100	Business and First Class Services
King Abdulaziz International Airport	7	0	%67	Baggage, Preventive precautions, Security Process
Sharurah Airport	9	0	%100	Baggage
Al-Qaisumah Airport	14	0	%100	Baggage, Passport, Security Process
Bisha Airport	23	0	%80	Preventive precautions, Business and First Class Services, Passport
Al-Ahsa International Airport	39	0	%100	Baggage

Total number of Complaints **↑ 139** | May 2021 **↓ 0** | May 2020

## Complaints categories for airports



%0-%39 ■ %40-%59 ■ %60-%89 ■ %90-%100 ■

\* No complaints reported on the same month of last year in all airports

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

\* The above statistics has been gathered on 1st of June, 2021