

Complaints Index Report for Airports

November 2021

Airports ranking according to the number of complaints

International Airports
More than 6,000,000
Passengers
Annually

International Airports
Less than 6,000,000
Passengers
Annually

Domestic Airports

Airport	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
King Khalid International Airport	1	1	13	47%	Security Process, Baggage, Preventive precautions
Prince Mohammed International Airport	1	3	2	100%	Security Process, People with reduced mobility
King Fahad International Airport	2	1	11	64%	People with reduced mobility, Security Process, Shopping
King Abdulaziz International Airport	4	5	56	63%	Security Process, People with reduced mobility, Security Process
Abha International Airport	1	2	1	100%	Security Process
Prince Sultan bin Abdulaziz International Airport	2	0	2	100%	People with reduced mobility, Security Process
King Abdullah International Airport	3	1	6	100%	Security Process, Security Process, Shopping
Prince Naif International Airport	5	0	3	100%	Security Process, People with reduced mobility
Taif International Airport	5	0	3	100%	Security Process, Security Process, Security Process
Aljouf Airport	6	0	2	100%	Security Process
Hail International Airport	6	0	3	100%	Security Process
Najran Airport	9	0	5	100%	Security Process, Shopping, People with reduced mobility
Rafha Airport	16	0	1	100%	Security Process

Least Complaints

100,000 passengers

Most Complaints

Total number of Complaints **↑108** | November 2021 **↓62** | November 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 December, 2021