

Complaints Index Report for Airports

October 2021

Airports ranking according to the number of complaints

	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
International Airports More than 6,000,000 Passengers Annually	King Khalid International Airport	1	1	40%	Baggage, Security Process, Passport
	King Fahad International Airport	1	1	55%	Baggage, People with reduced mobility, Security Process
	King Abdulaziz International Airport	2	3	53%	Security Process, People with reduced mobility, Passport
	Prince Mohammed International Airport	2	0	100%	People with reduced mobility, Security Process, Baggage
International Airports Less than 6,000,000 Passengers Annually	Abha International Airport	1	1	100%	Baggage
	Prince Sultan bin Abdulaziz International Airport	1	0	100%	People with reduced mobility
	Taif International Airport	2	5	100%	People with reduced mobility
	King Abdullah Airport	2	1	100%	Security Process, Passport, Commercial Services
	Prince Naif International Airport	3	0	100%	People with reduced mobility, Commercial Services
	Hail International Airport	4	0	100%	People with reduced mobility, Security Process
Domestic Airports	King Saud Airport	4	0	100%	Commercial Services
	Bisha Airport	7	0	100%	People with reduced mobility, Baggage
	Najran Airport	10	0	100%	Passport, People with reduced mobility, Commercial Services

Total number of Complaints **↑75** | October 2021 **↓44** | October 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 November, 2021