

Complaints Index Report for Airports

December 2023

Least Complaints ----- 100,000 Passengers ----- Most Complaint

Airports ranking according to the number of complaints

International Airports More than 6,000,000 Passengers Annually

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	Most received complaints' category for this month
Prince Mohammed International Airport	1	1	5	100%	Baggage, Security process, Transportation
King Fahad International Airport	1	1	11	100%	Security process, Transportation, Commercial services
King Abdulaziz International Airport	1	1	49	86%	Security process, Transportation, Commercial services
King Khaled International Airport	1	1	35	100%	Security process, Transportation, Commercial services

International Airports Less than 6,000,000 Passengers Annually

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	Most received complaints' category for this month
Abha International Airport	2	3	6	100%	Transportation, Security process
Prince Naif International Airport	2	1	2	100%	Transportation, Commercial services
Taif International Airport	3	2	3	100%	Security process, Transportation
King Abdullah International Airport	3	2	7	100%	Transportation, People with reduced mobility, Security process
Alula International Airport	4	0	1	100%	Transportation
Prince Sultan International Airport	4	2	8	100%	Transportation, People with reduced mobility, Commercial services
Prince Abdulmohsen International Airport	5	0	2	100%	Security process
Neom International Airport	6	0	1	100%	Security process
Hail International Airport	8	1	7	100%	Transportation, Security process, Commercial services
Aljouf International Airport	11	6	5	100%	Transportation, Security process

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	Most received complaints' category for this month
Najran Domestic Airport	3	2	2	100%	People with reduced mobility, Security process
Arar Domestic Airport	3	4	1	100%	Security process
King Saud Domestic Airport	4	4	1	100%	Security process
Sharurah Domestic Airport	5	0	1	100%	Transportation
Bisha Domestic Airport	7	3	2	100%	Transportation
Alqaisumah Domestic Airport	8	0	2	100%	People with reduced mobility, Security process
Wadi Aldwaser Domestic Airport	10	11	1	100%	Transportation

Total number of complaints

↑ 152

Dec 2023

↓ 103

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

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

