

# Complaints Index Report for Airports

November 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	6	100%	Baggage, Security process, Transportation
King Khaled International Airport	1	1	29	100%	Baggage, Transportation, People with reduced mobility
King Abdulaziz International Airport	1	2	44	96%	Transportation, Baggage, Commercial services
King Fahad International Airport	1	2	13	100%	Baggage, Transportation, Al Tanfeethi

### 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
Prince Naif International Airport	1	3	1	100%	Transportation
Taif International Airport	1	5	1	100%	Commercial services
Hail International Airport	1	2	1	100%	Transportation
King Abdullah International Airport	2	3	4	100%	Transportation, Commercial services
Abha International Airport	2	1	7	100%	Baggage, Transportation, Commercial services
Aljouf International Airport	2	2	1	100%	Transportation
Prince Sultan International Airport	4	3	8	100%	Baggage, Transportation, Al Tanfeethi

### 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	2	2	2	100%	Transportation, Al Tanfeethi
Wadi Aldwaser Domestic Airport	10	25	1	100%	Al Tanfeethi
Sharourah Domestic Airport	19	0	4	100%	Transportation, Baggage

Total number of complaints

↓ 122

Nov 2023

↑ 123

Nov 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
---------	------------------	----------------	---------------------	------------------------------	------------------	-----------------------------------	--------------------------------	--------------

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

\* The above statistics has been gathered on 1<sup>st</sup> of December

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