

Complaints Index Report for Airports

October 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

	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
King Abdulaziz International Airport	1	1	32	82%	Baggage, Security process, Transportation
King Khaled International Airport	1	1	25	100%	Baggage, Security process, Transportation
Prince Mohammed International Airport	1	0.1	8	100%	Security process, Transportation, Commercial services
King Fahad International Airport	1	1	12	100%	Security process, Transportation, Baggage

International Airports Less than 6,000,000 Passengers Annually

	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
King Abdullah International Airport	1	3	1	100%	Transportation
Taif International Airport	1	0	1	100%	Transportation
Hail International Airport	1	4	1	100%	Transportation
Abha International Airport	2	1	5	100%	Transportation, Baggage, Security process
Aljouf International Airport	2	25	1	100%	Commercial services
Prince Abdulmohsen International Airport	2	17	1	100%	Transportation
Prince Sultan International Airport	3	6	5	100%	Transportation, Security process, Baggage
Prince Naif International Airport	10	3	10	100%	Baggage, Security process, People with reduced mobility

Domestic Airports

	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
Alqaisumah Domestic Airport	4	21	1	100%	Transportation
Najran Domestic Airport	4	2	3	100%	Transportation, Security process
Arar Domestic Airport	7	9	2	100%	Security process, Baggage
King Saud Domestic Airport	15	9	4	100%	Baggage, People with reduced mobility, People with reduced mobility

Total number of complaints

↑ 112 Oct 2023

↓ 99 Oct 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 Nov

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