

# Complaints Index Report for Airports

January 2025



















Least Complaints 100,000 Passengers Most Complaint

## Airports ranking according to the number of complaints

### International Airports More than 6,000,000 Passengers Annually

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
King Khaled International Airport	1	1	20	100%	  
Prince Mohammed International Airport	1	0.2	8	100%	  
King Abdulaziz International Airport	1	1	41	100%	  
King Fahad International Airport	2	1	23	100%	  

### International Airports Less than 6,000,000 Passengers Annually

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
Taif International Airport	1	2	1	100%	
Prince Sultan International Airport	1	3	3	100%	 
Prince Naif International Airport	2	2	2	100%	 
Abha International Airport	2	1	6	100%	  
Al Jouf Airport	2	0	1	100%	
Prince Abdulmohsen International Airport	2	0	1	100%	
King Abdullah International Airport	3	1	7	100%	  
Al Ula International Airport	3	0	1	100%	
Hail International Airport	4	4	3	100%	 
Najran International Airport	6	1	7	100%	 

### Domestic Airports

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
King Saud Domestic Airport	3	7	1	100%	
Bisha Airport	6	3	2	100%	 
Al Qaisumah Airport	22	12	2	100%	 

Total number of complaints

129 ↑

January 2025

108 ↓

January 2024

### Total number of complaints



Baggage



Security process



Transportation



Commercial services



People with reduced mobility



Check-in Process



Services and Public Facilities



Services and Public Facilities



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\* 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 February

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