

Complaints Index Report for Airports

February 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 Abdulaziz International Airport	0.4	1	22	100%	  
King Khaled International Airport	1	1	15	100%	  
Prince Mohammed International Airport	1	1	9	100%	  
King Fahad International Airport	2	1	17	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	2	1	2	100%	 
Al Jouf Airport	2	5	1	100%	
Prince Sultan International Airport	2	1	4	100%	
Najran International Airport	2	0	2	100%	 
Hail International Airport	3	0	2	100%	
King Abdullah International Airport	3	2	6	100%	  
Abha International Airport	4	2	15	100%	  
Prince Abdulmohsen International Airport	5	0	2	100%	
Al Qaisumah Airport	8	0	2	100%	 
Al Ula International Airport	8	0	2	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
Arar Airport	3	0	1	100%	
Rafha Airport	14	26	1	100%	

Total number of complaints

103 ↑
February 2025

84 ↓
February 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 1st of March

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