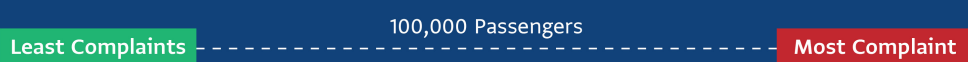


# Complaints Index Report for Airports

Decemehr 2024



## 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
King Abdulaziz International Airport	0.4	1	20	96%	Baggage, Security process, Transportation
Prince Mohammed International Airport	0.4	1	5	100%	Baggage, Check-in Process, Security process
King Khaled International Airport	1	1	16	100%	Transportation, Security process, Baggage
King Fahad International Airport	1	1	14	100%	Baggage, Check-in Process, Security process

### 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 Sultan International Airport	1	4	1	100%	Check-in Process
Taif International Airport	2	3	2	83%	Baggage
Abha International Airport	2	2	5	100%	Baggage, Transportation
King Abdullah International Airport	3	3	5	100%	Baggage, Transportation
Arar International Airport	3	3	1	100%	Baggage
Hail International Airport	5	8	4	100%	Baggage, Security process
Al Jouf Airport	7	11	4	100%	Baggage
Al Qaisumah Airport	8	8	1	100%	Transportation

### 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
Sharurah Domestic Airport	16	5	2	100%	Security process, Check-in Process

Total number of complaints

↓ 80

Dec 2024

↑ 152

Dec 2023

### 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 1<sup>st</sup> of January

