

Complaints Index Report for Airports

January 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
Prince Mohammed International Airport	0.2	1	2	100%	Shopping, Security process
King Abdulaziz International Airport	1	1	34	90%	Security process, Transportation, People with reduced mobility
King Khaled International Airport	1	1	28	100%	Security process, Transportation, People with reduced mobility
King Fahad International Airport	1	0.3	15	100%	Security process, Transportation, People with reduced mobility

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
Abha International Airport	1	1	2	100%	Transportation, People with reduced mobility
King Abdullah International Airport	1	1	3	100%	People with reduced mobility, Security process
Taif International Airport	2	1	2	100%	Transportation, Security process
Prince Naif International Airport	2	1	2	100%	People with reduced mobility, Security process
Prince Sultan International Airport	3	2	5	100%	People with reduced mobility, Shopping, Security process
Hail International Airport	4	0	3	100%	People with reduced mobility, Security process

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	1	8	1	100%	Security process
Bisha Domestic Airport	3	0	1	100%	Security process
Al Qaisumah Domestic Airport	4	11	1	100%	Security process
Gurayat Domestic Airport	5	0	1	100%	Security process
King Saud Domestic Airport	7	4	2	100%	People with reduced mobility
Arar Domestic Airport	10	0	3	100%	Security process, People with reduced mobility
Rafha Domestic Airport	12	0	1	100%	People with reduced mobility
Wadi Aldwaser Domestic Airport	20	0	2	100%	People with reduced mobility, Security process

Total number of complaints



Complaints Categories for airports



* The airports statistics above show only the airport that received complaints this month
 * The above statistics has been gathered on 1st of February

