

Complaints Index Report for Airports

March 2024

Least Complaints

100,000 Passengers

Most Complaint

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	0.1	1	1	100%	Baggage
King Fahad International Airport	0.3	1	3	100%	Baggage, Transportation
King Khaled International Airport	1	1	13	100%	Transportation, Baggage, Commercial services
King Abdulaziz International Airport	1	1	26	100%	Baggage, Security process, Transportation

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 Naif International Airport	1	0	1	100%	Baggage
King Abdullah International Airport	1	1	3	100%	Baggage, Security process
Abha International Airport	2	2	5	100%	Baggage, Security process, Transportation
Prince Sultan International Airport	2	10	4	100%	Baggage
Taif International Airport	2	1	3	100%	Baggage
Al Jouf Airport	5	0	2	100%	Baggage, 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
Gurayat Domestic Airport	4	3	1	100%	Transportation
Wadi AlDwaser Domestic Airport	11	0	1	100%	Baggage
Rafha Domestic Airport	13	0	1	100%	Baggage

Total number of complaints

↓ 64

Mar 2024

↑ 126

Mar 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

* The airports statistics above show only the airport that received complaints this month

* The above statistics has been gathered on 1st of April

