

Complaints Index Report for Airports

August 2023

Airports ranking according to the number of complaints



International Airports More than 6,000,000 Passengers Annually

	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	0,3	1	2	%100	Services and Public Facilities, Security process
King Fahad International Airport	1	2	12	%100	Security process, Transportation, Commercial services
King Khaled International Airport	1	1	39	%93	Security process, Transportation, Services and Public Facilities
King Abdulaziz International Airport	1	1	52	%90	Security process, Commercial services, Services and Public Facilities

Least Complaints



International Airports Less than 6,000,000 Passengers Annually

	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	1	1	100%	Services and Public Facilities, Security process
Aljouf International Airport	2	5	1	100%	Services and Public Facilities
Abha International Airport	2	3	8	100%	Security process, Services and Public Facilities, Transportation
Prince Abdulmohsin International Airport	2	0	1	100%	Security process
Prince Sultan International Airport	2	3	4	100%	Services and Public Facilities, Security process, Commercial services
King Abdullah International Airport	2	7	5	100%	Services and Public Facilities, People with reduced mobility, Security process
Taif International Airport	3	4	3	100%	Security process, Transportation, Commercial services

100,000 Passengers



Domestic 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	2	6	1	100%	Services and Public Facilities
Najran Domestic Airport	3	4	2	100%	People with reduced mobility, Security process
Alqaisumah Domestic Airport	4	10	1	100%	Transportation, Security process
Sharurah Domestic Airport	5	0	1	100%	People with reduced mobility
Bisha Domestic Airport	6	0	2	100%	Services and Public Facilities, Commercial services
Al Quryat Domestic Airport	9	12	2	100%	Transportation, Security process
Wadi Aldwaser Domestic Airport	11	20	1	100%	Services and Public Facilities

Most Complaint

Total number of complaints

↓ 138

August 2023

↑ 152

August 2022

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 Sep

