

Complaints Index Report for Airports

February 2022

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
King Khaled International Airport	0	1	5	%50	Shopping cart, Stroller, Wheelchair
King Fahad International Airport	1	2	4	%100	Check-in, Baggage
Prince Mohammed International Airport	1	3	3	%100	Check-in, Stroller
King Abdulaziz International Airport	1	7	21	%67	Check-in, Stroller, Baggage

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
Abha International Airport	1	2	1	%100	Stroller
King Abdullah International Airport	2	3	3	%100	Stroller, Baggage
Alahsa International Airport	33	0	1	%100	Stroller

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
Bisha Domestic Airport	4	11	1	%100	Check-in
Najran Domestic Airport	6	0	3	%100	Check-in, Shopping cart
Alqaisumah Domestic Airport	7	9	1	%100	Shopping cart

Most Complaint

Total number of complaints

↓ 43

February 2022

85

↑ February 2021

Complaints Categories for airports

Preventive precautions	Baggage	Security process	Transportation	Commercial services	People with reduced mobility	Check-in Process	Business and First Class Services	Services and Public Facilities	Executive Office
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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