



Complaints Index Report for Airports

April 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 complaint category for this month
Prince Mohammed International Airport	0.3	3	2	%100	Baggage
King Fahad International Airport	1	1	5	%100	People with reduced mobility, Security process, Transportation
King Khaled International Airport	1	1	21	%83	Security process, Transportation, People with reduced mobility
King Abdulaziz International Airport	1	5	38	%78	People with reduced mobility, Security process, Transportation

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 complaint category for this month
Taif International Airport	1	6	1	%33	Security process
Prince Sultan International Airport	2	7	2	%100	People with reduced mobility, Security process
Prince Naif International Airport	4	3	3	%100	People with reduced mobility, Transportation
King Abdullah International Airport	9	0	13	%100	People with reduced mobility

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 complaint category for this month
Najran Domestic Airport	11	0	5	%100	People with reduced mobility

Most Complaint

Total number of complaints **90** ↑ April 2022 **82** ↓ April 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

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

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

