

# Complaints Index Report for Airports

May 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 Fahad International Airport	1	2	5	%80	Preventive precautions, Security process, Transportation
Prince Mohammed International Airport	1	4	5	%100	Security process, Transportation, People with reduced mobility
King Khaled International Airport	1	4	28	%96	Transportation, Security process, People with reduced mobility
King Abdulaziz International Airport	3	7	72	%87	Transportation, Preventive precautions, Security process

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 Sultan International Airport	1	5	1	%100	Security process
Hail Airport	1	0	1	%100	Preventive precautions
Abha International Airport	1	2	4	%100	Preventive precautions, Transportation, Security process
King Abdullah International Airport	2	5	3	%100	Security process, People with reduced mobility, Preventive precautions
Prince Naif International Airport	2	0	2	%100	Security process, Transportation
Taif International Airport	3	5	3	%100	Preventive precautions, Transportation
Aljouf Airport	5	0	2	%100	Preventive precautions, Security process
Prince Abdulmohsen Airport	8	7	2	%100	Transportation, 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 complaints' category for this month
Bisha Domestic Airport	3	23	1	%100	Preventive precautions
King saud Domestic Airport	4	4	1	%100	People with reduced mobility
Najran Domestic Airport	5	3	3	%100	Preventive precautions, Security process
Sharurah Domestic Airport	5	9	1	%100	Transportation
Wadi Aldwaser Domestic Airport	21	0	2	%100	Preventive precautions, Transportation

Most Complaint

Total number of complaints

136

May 2022

139

May 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 June

%0-%39 %40-%59 %60-%89 %90-%100