

Complaints Index Report for Airports

August 2021

Airports ranking according to the number of complaints

	Percentage of complaints for this month per 100,000 passenger	Percentage of Complaints 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	The most received complaints' category for this month	
International Airports More than 6,000,000 Passengers Annually	King Fahad International Airport	0.2	0.4	1	100%	Security Process
	King Khalid International Airport	2	0.1	13	63%	Check-in Process, Baggage, Security Process
	King Abdulaziz International Airport	3	3	39	61%	Check-in Process, Security Process, Preventive precautions
International Airports Less than 6,000,000 Passengers Annually	King Abdullah Airport	2	2	3	80%	Check-in Process, Preventive precautions
	Abha International Airport	3	1	8	90%	Business and First Class Services, Check-in Process, Preventive precautions
	Prince Sultan bin Abdulaziz International Airport	3	0	3	100%	Check-in Process, Security Process
	Taif International Airport	3	0	2	100%	Security Process, Check-in Process
	Hail International Airport	5	0	2	100%	Security Process
Domestic Airports	Bisha Airport	4	0	1	100%	Preventive precautions
	Najran Airport	5	0	2	50%	Security Process, Baggage
	Arar Airport	5	0	1	100%	Check-in Process
	Sharurah Airport	15	0	2	100%	Transportation, Preventive precautions
	King Saud Airport	20	0	6	83%	Baggage, Transportation, Business and First Class Services

Total number of Complaints **↑ 83** | August 2021 **↓ 20** | August 2020

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

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

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

* The above statistics has been gathered on 1st of September, 2021