

Complaints Index Report for Airports

January 2022

Airports ranking according to the number of complaints

	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	The most received complaints' category for this month
International Airports More than 6,000,000 Passengers Annually	Prince Mohammed International Airport	0.3	3	100%	Global
	King Fahad International Airport	1	1	71%	Security, Global, People with reduced mobility
	King Khaled International Airport	2	1	21%	Global, Security, People with reduced mobility
	King Abdulaziz International Airport	2	5	37%	Security, Global, People with reduced mobility
International Airports Less than 6,000,000 Passengers Annually	Abha International Airport	1	2	100%	Preventive precautions, People with reduced mobility
	Prince Naif bin Abdulaziz Airport	2	2	100%	People with reduced mobility
	Hail International Airport	2	2	100%	Security
	King Abdullah International Airport	3	8	100%	Security, People with reduced mobility, Transportation
	Aljouf Airport	4	12	100%	Global
	Prince Sultan bin Abdulaziz International Airport	4	2	100%	Preventive precautions, People with reduced mobility, Security
Domestic Airports	Najran Domestic Airport	4	9	100%	Transportation, Commercial Services
	King Saud Bin Abdulaziz Airport	5	11	100%	People with reduced mobility
	Gurayat Domestic Airport	7	0	100%	Security

Total number of Complaints ↓ 81 | January 2022 ↑ 106 | January 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

%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 February