

Complaints Index Report for Airports

July 2021

Airports ranking according to the number of complaints

Least Complaints

100,000 passengers

Most Complaints

	Number of complaints for this month	Number of Complaints for the same month of last year	Percentage of complaints resolved on time for this month	The most received complaints' category for this month
King Fahad International Airport	2	0	%86	Preventive precautions, Baggage, Security Process
Prince Mohammed bin Abdulaziz Airport	2	0	%100	Security Process
Prince Naif bin Abdulaziz Airport	2	0	%100	Check-in Process
Prince Sultan bin Abdulaziz Airport	2	2	%100	Security Process, Transportation
King Khalid International Airport	2	1	%57	Check-in Process, Security Process, Preventive precautions
Najran Domestic Airport	3	5	%100	Transportation
King Abdulaziz International Airport	4	2	%67	Security Process, Preventive precautions, Baggage
King Abdullah bin Abdulaziz Airport	4	0	%100	Security Process, Preventive precautions
Hail International Airport	5	0	%100	Security Process, Transportation
Abha International Airport	6	0	%100	Security Process, Executive Office, Baggage
Bisha Domestic Airport	7	0	%100	Transportation
Taif International Airport	8	0	%100	Security Process, Executive Office, Transportation
Al Jouf Domestic Airport	9	0	%100	Check-in Process, Preventive precautions, Security Process
Wadi Al Dawasir Airport	17	0	%100	Security Process
Prince Abdulmohsen bin Abdulaziz Airport	17	0	%67	Check-in Process, Preventive precautions, Security Process
Turaif Domestic Airport	21	0	%100	Security Process
Sharurah Domestic Airport	25	0	%100	Check-in Process

Total number of Complaints **↑122** | July 2021 **↓15** | July 2020

Complaints categories for airports



%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 August, 2021