



Complaints Index Report for Airports

November 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
Prince Mohammed International Airport	1	1	5	100%	Baggage, Security process, Preventive precautions
King Khaled International Airport	1	1	23	79%	Transportation, Commercial services, People with reduced mobility
King Fahad International Airport	2	2	13	87%	Transportation, Security process, Preventive precautions
King Abdulaziz International Airport	2	4	54	75%	Transportation, Security process, Preventive precautions

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
Abha International Airport	1	1	3	100%	Transportation
Hail Airport	2	6	1	100%	Check-in Process
Aljouf Airport	2	6	1	100%	Transportation
Prince Sultan Airport	3	2	3	100%	Check-in Process, Transportation, Preventive precautions
King Abdullah International Airport	3	3	5	100%	Transportation, Transportation, Check-in Process
Prince Abdulmohsen Airport	3	0	1	100%	Transportation
Prince Naif International Airport	3	5	3	100%	Check-in Process
Taif International Airport	5	5	4	100%	People with reduced mobility, People with reduced mobility, Preventive precautions
Alahsa International Airport	8	0	1	100%	Check-in Process

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
Najran Domestic Airport	2	9	1	100%	People with reduced mobility
King saud Domestic Airport	4	0	1	100%	People with reduced mobility
Arar Domestic Airport	4	0	1	100%	Preventive precautions
Alqaisumah Domestic Airport	5	0	1	100%	Transportation
Wadi aldwaser Domestic Airport	25	0	2	100%	Transportation, Preventive precautions

Most Complaint

Total number of complaints

↓ 108

Nov 2021

123 ↑

Nov 2022

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 Dec

