

Complaints Index Report for Airports

October 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 Mohammad Bin Abdulaziz International Airport	0.1	2	1	% 100	Shopping cart
King Abdulaziz International Airport	1	2	26	% 68	Handicap, Security process, Transportation
King Khaled International Airport	1	1	24	% 72	Check-in Process, Transportation, Baggage
King Fahad International Airport	1	1	11	% 77	Baggage, Handicap, Shopping cart

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%	Handicap, Transportation, Baggage
Prince Nayef bin Abdulaziz International Airport	3	3	3	100%	Check-in Process, Handicap, Security process
King Abdullah International Airport	3	2	5	100%	Transportation, Handicap, Check-in Process
Hail International Airport	4	4	2	100%	Handicap, Security process, People with reduced mobility
Prince Sultan bin Abdulaziz International Airport	6	1	4	100%	Baggage, Check-in Process
Abdul Mohsen bin Abdulaziz International Airport	17	0	4	100%	Handicap
Al-Jouf International Airport	25	0	4	100%	Handicap, Security process, Baggage

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 airport	2	10	1	100%	Shopping cart
Bisha airport	3	7	1	100%	Handicap
King Saud airport	9	4	2	100%	Transportation, Check-in Process
Arar Airport	9	0	1	100%	Handicap
Qurayyat Airport	17	0	1	100%	Handicap
Qaisumah airport	21	0	4	0%	Baggage
Rafha airport	92	0	2	100%	Handicap, Security process

Most Complaint

Total number of complaints

↑ 99

October 2022

76

↓

October 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 November

