



# Complaints Index Report for Airports

September 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	0.3	3	2	%100	🗑️
King Fahad International Airport	1	2	6	%75	🗑️ 📦 🌐
King Khaled International Airport	1	1	19	%74	🗑️ 📱 🚗
King Abdulaziz International Airport	1	4	35	%75	🗑️ 🌐 📦

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
Prince Naif International Airport	1	2	1	%100	🛒
Abha International Airport	1	2	5	%86	🗑️ 📦 🌐
Taif International Airport	2	7	2	%100	🚗
King Abdullah International Airport	2	5	4	%67	🗑️ ♿ 🚗
Prince Abdulmohsen Airport	4	0	1	%100	🦽

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
Bisha Domestic Airport	7	4	2	%100	📦
King saud Domestic Airport	8	4	2	%100	🗑️ 📦
Alqaisumah Domestic Airport	11	6	2	%25	📦
Turaif Domestic Airport	19	22	1	%100	🗑️

Most Complaint

Total number of complaints **↓ 82** September 2022 **102 ↑** September 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 October

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