

# Complaints Index Report for Airports

September 2021

## 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
<b>International Airports</b> More than 6,000,000 Passengers Annually					
King Khalid International Airport	1	0.3	16	55%	Personnel, Transportation, Passport
King Fahad International Airport	2	0	8	63%	Personnel, Security, Shopping
Prince Mohammed International Airport	3	3	5	100%	Security, Personnel, Passport
King Abdulaziz International Airport	4	3	44	54%	Security, Personnel, Mask
<b>International Airports</b> Less than 6,000,000 Passengers Annually					
Abha International Airport	2	3	4	100%	Security, Transportation, Baggage
Prince Sultan bin Abdulaziz International Airport	2	3	2	100%	Passport
Hail International Airport	5	5	2	100%	Business and First Class Services, Security
King Abdullah Airport	5	0	7	88%	Security, Passport, People with reduced mobility
Taif International Airport	7	0	3	67%	Security, Executive Office, People with reduced mobility
Prince Naif International Airport	7	0	4	100%	Business and First Class Services, Security, Baggage
<b>Domestic Airports</b>					
Najran Airport	2	0	1	0%	Baggage
Bisha Airport	4	0	1	100%	Business and First Class Services
King Saud Airport	4	0	1	100%	Transportation
Alqaisumah Airport	6	0	1	100%	Personnel
Alula International Airport	20	0	1	100%	Security
Turif Airport	22	0	1	100%	Security
Alwajh Airport	29	0	1	0%	Security

Total number of Complaints **↑102** | September 2021 **↓32** | September 2020

## 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 October, 2021