



# Complaints Index Report for Airports

July 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	2	4	%100	Baggage, Transportation, Security process
King Khaled International Airport	1	2	27	%97	Baggage, Transportation, Check-in Process
King Abdulaziz International Airport	1	4	35	%97	Baggage, Security process, Check-in Process
King Fahad International Airport	2	2	15	%100	Baggage, Security process, Check-in Process

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	6	4	%100	Check-in Process, Baggage, Security process
Prince Naif International Airport	2	2	2	%100	Transportation, Security process
Aljouf Airport	2	9	1	%100	Baggage
Hail Airport	3	5	2	%100	Transportation, Baggage
Taif International Airport	3	8	3	%100	Check-in Process, Baggage
Prince Sultan International Airport	6	2	5	%100	Transportation, Check-in Process, People with reduced mobility
King Abdullah International Airport	8	4	14	%100	Baggage, Security process, Check-in Process
Alahsa International Airport	9	0	1	%100	Commercial services

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	3	7	1	%100	Check-in Process
Najran Domestic Airport	3	3	2	%100	Baggage, Security process
King Saud Domestic Airport	7	0	3	%100	Baggage, Transportation, Commercial services
Arar Domestic Airport	9	0	2	%100	People with reduced mobility, Baggage

Most Complaint

Total number of complaints

↓ 121

July 2022

122 ↑

July 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 August

