



Complaints Index Report for Airports

July 2023

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	7	%100	Baggage, Security process, Transportation
King Khaled International Airport	1	1	32	%95	Check-in Process, Security process, Transportation
King Fahad International Airport	1	2	14	%100	Check-in Process, Baggage, Security process
King Abdulaziz International Airport	1	1	53	%92	Security process, Check-in Process, Baggage

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
Hail International Airport	1	3	1	100%	Transportation
Prince Sultan International Airport	2	6	3	100%	Check-in Process, Security process
Prince Abdulmohsin International Airport	2	0	1	100%	Security process
Taif International Airport	2	3	3	100%	Check-in Process, Security process
Abha International Airport	3	1	12	100%	Check-in Process, Security process, People with reduced mobility
King Abdullah International Airport	4	8	8	100%	Security process, Transportation, Check-in Process
Prince Naif International Airport	7	2	9	100%	Security process, Transportation, People with reduced mobility
Aljouf International Airport	7	2	4	100%	Check-in Process, Baggage, Shopping

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	3	1	100%	Baggage
Arar Domestic Airport	4	9	1	100%	Check-in Process
Najran Domestic Airport	4	3	3	100%	Check-in Process, Security process, Baggage
King Saud Domestic Airport	4	7	2	100%	Security process, Baggage
Alqaisumah Domestic Airport	8	0	2	100%	Baggage, Check-in Process
Wadi Aldwaser Domestic Airport	11	0	1	100%	Security process

Most Complaint

Total number of complaints

↑ 157

July 2023

↓ 121

July 2022

Complaints Categories for airports

Baggage
 Security process
 Transportation
 Commercial services
 People with reduced mobility
 Check-in Process
 Business and First Class Services
 Services and Public Facilities
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* The airports statistics above show only the airport that received complaints this month

* The above statistics has been gathered on 1st of August

