



Complaints Index Report for Airports

June 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	6	100%	Security process, Transportation, People with reduced mobility
King Khaled International Airport	1	1	39	98%	Security process, Transportation, People with reduced mobility
King Abdulaziz International Airport	2	1	55	97%	Security process, Transportation, People with reduced mobility
King Fahad International Airport	2	1	21	100%	Security process, Transportation, People with reduced mobility

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	2	0.4	8	100%	Security process, Transportation, People with reduced mobility
Hail Airport	3	1	2	100%	Security process, Transportation
Taif International Airport	3	1	3	100%	Security process, Transportation, People with reduced mobility
Prince Naif Airport	4	0	4	100%	Security process, Transportation
King Abdullah International Airport	4	0	7	100%	Security process, Transportation, People with reduced mobility
Prince Sultan Airport	4	1	7	100%	Security process, Transportation, People with reduced mobility
Alahsa International Airport	8	0	1	100%	Security process
Aljouf Airport	12	0	6	100%	Security process, Transportation

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
King saud Domestic Airport	3	0	1	100%	Security process
Arar Domestic Airport	4	0	1	100%	Security process
Najran Domestic Airport	4	0	3	100%	Security process, Transportation
Al qaisumah Domestic Airport	4	6	1	100%	Security process
Al Quryat Domestic Airport	7	0	1	100%	Security process
Bisha Domestic Airport	10	0	3	100%	Security process
Sharurah Domestic Airport	26	7	5	100%	Security process, Transportation
Dwadmi Domestic Airport	79	0	1	100%	Security process

Most Complaint

Total number of complaints

↑ 175

June 2023

↓ 65

June 2022

Complaints Categories for airports



* The airports statistics above show only the airport that received complaints this month

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

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