Complaints Index Report for Airports

March 2023

Airports ranking according to the number of complaints

Least 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
King Fahad International Airport	1	1	9	82%	🧳 🛫 🛂
Prince Mohammed International Airport	1	0.3	9	100%	🛫 🧳
King Abdulaziz International Airport	1	2	44	69%	🧳 🌐 🛗
King Khaled International Airport	1	1	32	87%	🛂 🧳 🚕

✈ 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
Taif International Airport	1	5	1	75%	🛒
King Abdullah International Airport	1	2	3	75%	🛫 🚕
Abha International Airport	2	2	8	100%	🛫 🛂 🧳
Prince Abdulmohsen Airport	3	3	1	100%	🌐
Alula International Airport	5	0	1	100%	🛗
Alahas International Airport	7	0	1	100%	🛫
Prince Sultan Airport	10	4	5	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
Rafha Domestic Airport	1	0	1	100%	🛫
Najran Domestic Airport	2	0	1	100%	♿
Bisha Domestic Airport	3	9	1	100%	🛫
Sharurah Domestic Airport	23	8	5	100%	🌐 🛫
Arar Domestic Airport	534	7	3	100%	🌐 🛫
Al Quryat Domestic Airport	1538	0	1	100%	🧳

Most Complaint

Total number of complaints

▲ 126 March 2023   ▼ 85 March 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	Executive

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

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

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

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