Complaints Index Report for Airports

Least Complaints ------ Most Complaint

Airports ranking according to the number of complaints

International Airports More than 6,000,000 Passengers Annually

Complaints rate for Percentage Most received Complaints rate Actual number of the same month of complaints complaints' Airports complaints for this for this month per last year per resolved on time category for this 100,000 passenger month 100,000 passenger for this month 1 0.4 24 96%

King Abdulaziz International Airport 1 100% 菖 King Khaled International Airport 0.1 26 100% 2 1 14 Prince Mohammed International Airport M 曽 2 1 30 92% King Fahad International Airport

International Airports Less than 6,000,000 Passengers Annually

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 the month		ts"
King Abdullah International Airport	1	0	2	100%	亨	Ð	
Najran International Airport	.1	3	1	100%	Ŷ		
Abha International Airport	1	0.4	6	100%	Ö	ŧ	H
Prince Naif International Airport	1	2	2	100%	會		
Taif International Airport	2	3	3	100%	Ŷ		
Arar International Airport	2	15	1	100%			
Prince Abdulmohsen International Airport	2	0	1	100%			
Al Jouf Airport	3	5	2	100%	Ŷ		
Prince Sultan International Airport	4	0	9	100%	Ŷ		
Hail International Airport	7	0	7	100%	Ŷ	Ö	
Al Qaisumah Airport	9	0	3	100%	曾		
Al Ula International Airport	48	0	6	100%	會	183	

	Domes	tic Airport	s		
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 receiv complaints category for month
King Saud Domestic Airport	3	0	2	100%	O
Wadi Aldwaser Domestic Airport	8	9	1	100%	P

Total number of complaints

140 1 August 2025 64 L August 2024

Complaints Categories for airports



















Baggage

Security

Transportation

Commercia services People with reduced mobilit Check-in Process Services and

Services and

Al Tanfeeti

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

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

0% - 39%



40% - 59%



60% - 89%



90% - 100%

