Complaints Index Report for Airports

March 2025

Least Complaints ---------- 100,000 Passengers ---------- Most Complaint

Airports ranking according to the number of complaints

International Airports **More 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 this month
King Khaled International Airport	1	1	16	100%	
King Abdulaziz International Airport	1	1	32	100%	
Prince Mohammed International Airport	1	0.1	7	100%	
King Fahad International Airport	1	0.3	9	100%	

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 this month
Taif International Airport	1	2	1	100%	
King Abdullah International Airport	1	1	2	100%	
Abha International Airport	1	2	5	100%	
Prince Naif International Airport	2	1	2	100%	
Najran International Airport	2	0	2	100%	
Prince Sultan International Airport	3	2	6	100%	
Al Qaisumah Airport	4	0	1	100%	
Neum Airport	5	0	1	100%	
Al Jouf Airport	6	5	3	100%	
Hail International Airport	8	0	5	100%	
Prince Abdulmohsen International Airport	10	0	4	100%	
Al Ula International Airport	15	0	2	100%	

Domestic Airports

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
Arar Airport	3	0	1	100%	
Bisha Airport	7	4	2	100%	
Wadi Aldwaser Airport	21	11	2	100%	

Total number of complaints	103 ↑ March 2025	64 ↓ March 2024

Complaints Categories for airports

Baggage | Security process | Transportation | Commercial services | People with reduced mobility | Check-in Process | Services and Public Facilities | Services and Public Facilities | Al Tanfeethi

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

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

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

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