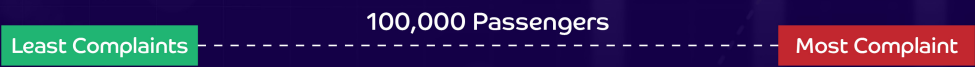


Complaints Index

Report for Airports

May 2025






















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	0.4	0.3	16	%100			
King Abdulaziz International Airport	1	1	18	%100			
Prince Mohammed International Airport	1	0.3	11	%100			
King Fahad International Airport	1	0.3	14	%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		
Prince Naif International Airport	1	0	1	%100			
Abha International Airport	1	1	3	%100			
Najran International Airport	1	2	1	%100			
Prince Sultan International Airport	2	0.4	4	%100			
Arar International Airport	2	0	1	%100			
Taif International Airport	2	2	2	%100			
Hail International Airport	2	0	2	%100			
Al Jouf Airport	3	0	2	%100			
Prince Abdulmohsen International Airport	4	0	2	%100			
King Abdullah International Airport	5	1	11	%100			
Al Qaisumah Airport	7	4	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		
King Saud Domestic Airport	3	3	1	%100			
Bisha Domestic Airport	7	0	2	%100			
Al Dwadmi Domestic Airport	17	0	1	%100			
Sharurah Domestic Airport	22	0	3	%100			

Total number of complaints

97

May 2025

64

May 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 June

