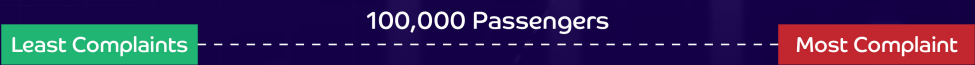


# Complaints Index Report for Airports

October 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 Abdulaziz International Airport	0.4	1	19	100%			
King Khaled International Airport	1	0.4	19	100%			
Prince Mohammed International Airport	1	1	14	100%			
King Fahad International Airport	2	2	25	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	3	1	100%			
King Abdullah International Airport	1	4	3	100%			
Prince Sultan International Airport	1	2	3	100%			
Najran International Airport	2	4	2	100%			
Abha International Airport	2	2	8	100%			
Prince Naif International Airport	4	2	6	100%			
Arar International Airport	5	6	2	100%			
Neum International Airport	5	4	1	100%			
Al Jouf Airport	8	18	5	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		
Bisha Domestic Airport	3	3	1	100%			
Sharurah Domestic Airport	6	0	1	100%			
King Saud Domestic Airport	9	3	3	100%			



### Complaints Categories for airports



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

\* The above statistics has been gathered on 1<sup>st</sup> of November

