Complaints Index Report for Airports

100,000 Passengers

Least Complaints ----- 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		s′		
King Abdulaziz International Airport	0.4	1	19	100%	Ö		Ť		
King Khaled International Airport	1	0.4	19	100%	Ť		Ġ		
Prince Mohammed International Airport	1	1	14	100%	Ť	篔			
King Fahad International Airport	2	2	25	100%	Ë	南			

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%	Ť	Ē			
King Abdullah International Airport	1	4	3	100%	Ť				
Prince Sultan International Airport	1	2	3	100%	Ť	Ħ			
Najran International Airport	2	4	2	100%	Ť				
Abha International Airport	2	2	8	100%	Ŷ				
Prince Naif International Airport	4	2	6	100%	Ť				
Arar International Airport	5	6	2	100%	Ť	ion I			
Neum International Airport	5	4	1	100%	À				
Al Jouf Airport	8	18	5	100%	Ŷ	Ħ			

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		s'		
Bisha Domestic Airport	3	3	1	100%	曽				
Sharurah Domestic Airport	6	0	1	100%	Ť				
King Saud Domestic Airport	9	3	3	100%	ë				

Total number of complaints

113 U

123 1 October 2024

Complaints Categories for airports



















Baggage

Security process

Transportation

Commercial services

People with reduced mobility

Check-in Process

Services and Public Facilities

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

 \star The above statistics has been gathered on 1st of November

0% - 39%



40% - 59%



60% - 89%



90% - 100%

