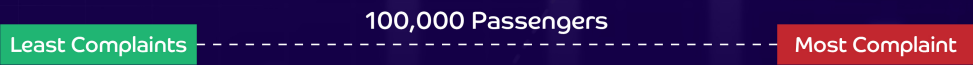


Complaints Index Report for Airports

September 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	15	100%			
King Abdulaziz International Airport	1	1	40	93%			
Prince Mohammed International Airport	1	1	10	100%			
King Fahad International Airport	3	1	28	94%			

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		
Abha International Airport	1	2	4	100%			
Najran International Airport	2	0	2	100%			
King Abdullah International Airport	2	1	4	100%			
Hail International Airport	2	3	2	100%			
Prince Naif International Airport	4	1	6	100%			
Arar International Airport	5	3	2	100%			
Red Sea International Airport	9	0	1	100%			
Prince Sultan International Airport	10	3	21	100%			
Al Jouf Airport	12	6	7	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		
Sharurah Domestic Airport	6	0	1	100%			
King Saud Domestic Airport	8	0	3	100%			
Wadi Aldwaser Domestic Airport	9	0	1	100%			

Total number of complaints

147

September 2025

79

September 2024

Complaints Categories for airports



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

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

