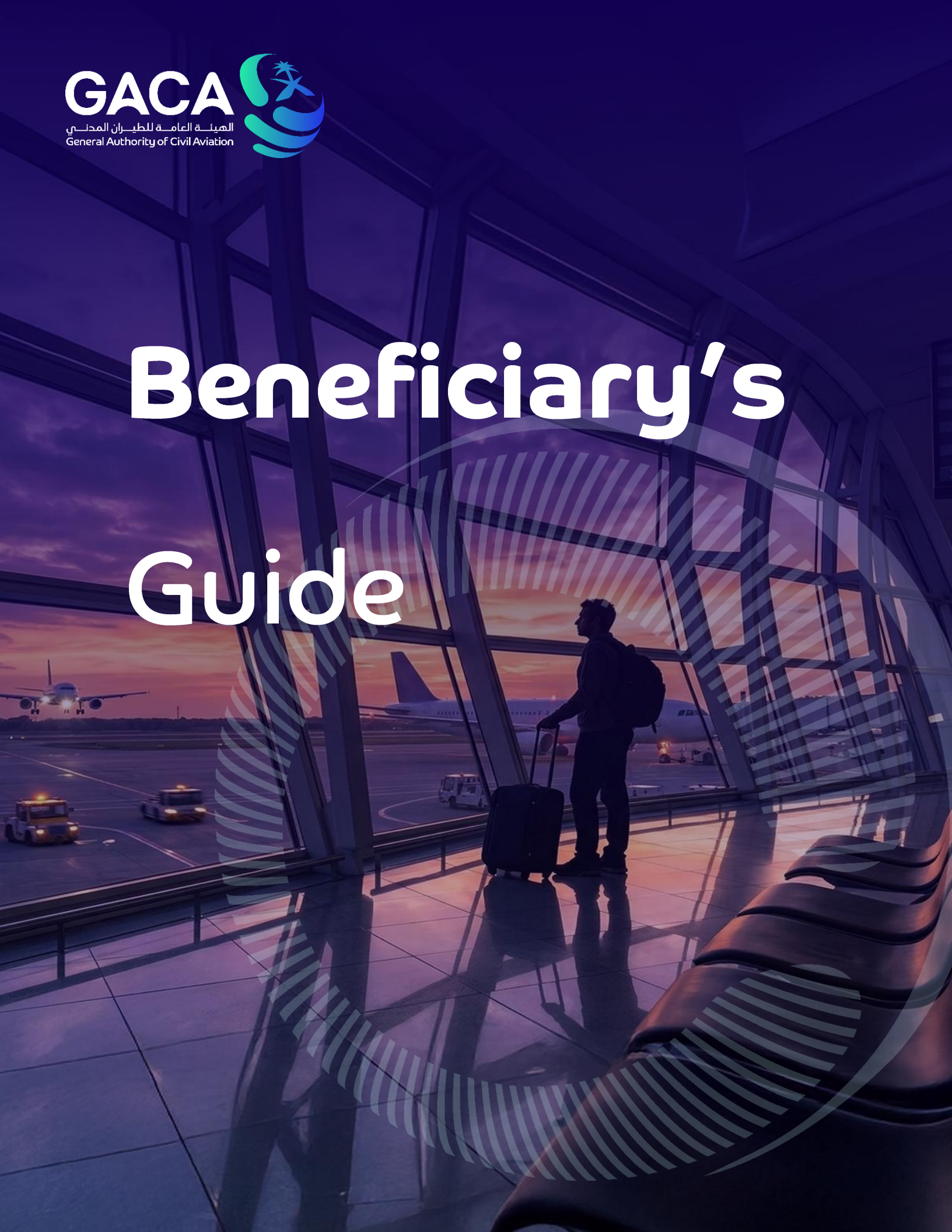


# Beneficiary's Guide



# Beneficiary's Guide

Quality and Customer Experience Sector

General Department of Beneficiary Care

## Document Information

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## 1 Executive Summary

In line with the General Authority of Civil Aviation's commitment, represented by the Quality and Customer Experience Sector, to enhancing the level of services provided to passengers traveling to and from the Kingdom's airports, as well as to beneficiaries of the Authority's services, and to ensuring the continuous improvement of service quality and higher levels of beneficiary satisfaction, (GACA) has developed the "Beneficiary's Guide" document.

The Guide outlines the conditions for submitting complaints, the channels for receiving them, and the stages of their submission, in addition to the Service Level Agreements (SLAs) governing the handling of beneficiaries' complaints. These have been developed in alignment with international best practices, whether within the global civil aviation industry or in other relevant service industries engaged in beneficiary interactions.

Through its complaint management mechanism, the General Authority of Civil Aviation seeks to enhance beneficiary satisfaction in coordination with service providers, with the objective of improving the quality of services delivered to beneficiaries.

## 2 Objective of the Guide

This Guide aims to:

- 1- Clarify the mechanism through which beneficiaries may submit and follow up on complaints via the official channels.
- 2- Present the Service Level Agreements (SLAs) binding on service providers, including the required complaint handling mechanism, as well as the maximum timeframes for response, processing, and closure.

## 3 Complaints

It is a service concerned with fulfilling beneficiaries' needs by receiving and handling their complaints in the event of dissatisfaction with the service provided or with the manner in which it was delivered as expected.

Complaints are received through the Authority's official complaint submission channels.

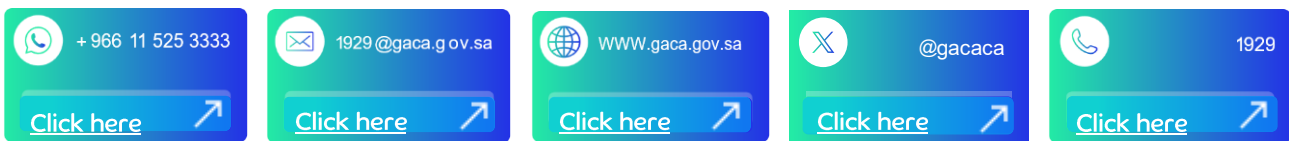
### 3.1 Conditions for Submitting Complaints

- 1- The complaint must be clearly written and include sufficient information regarding the incident in question, with all supporting documents attached to facilitate and expedite the handling process.
- 2- The complaint must not be duplicated; that is, it must not have been previously submitted with the same content by the same beneficiary using the same data and supporting documents.
- 3- No more than (60) days must have elapsed from the date of the incident subject to the complaint.

### 3.2 Complaint Receipt Channels

Complaints are received through the General Authority of Civil Aviation's official communication channels on a 24-hour basis.

The Authority attaches great importance to complaints and ensures they are handled in accordance with the highest quality standards, in a manner that guarantees beneficiary satisfaction and enhances their overall experience.



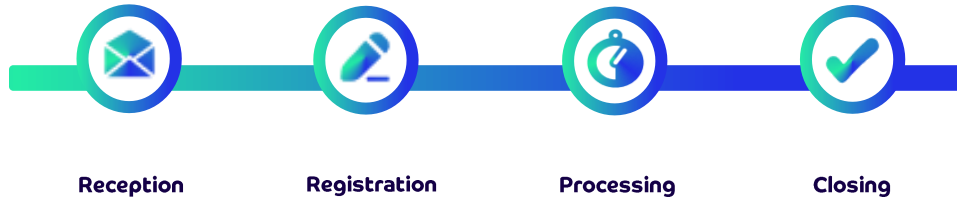
In addition to the automated chat service, sign language support, and live chats with a customer service representative available via social media



### 3.3 Complaint Submission Stages

It is essential to effectively utilize complaints submitted by beneficiaries in order to support continuous improvement of procedures and the enhancement of Service Level Agreements (SLAs). Accordingly, the complaint management process comprises a series of structured stages,

commencing with receipt and registration, followed by processing, and concluding with formal closure.



### 3.3.1 Reception

All complaints related to service providers are received through the Authority's official communication channels.

### 3.3.2 Registration

The complaint registration process is divided into two types :

1. Self-Registration: The beneficiary submits the complaint directly through one of the official communication channels.
2. Contact Center Agent Registration: A Contact Center Agent registers the complaint in the Customer Relationship Management (CRM) system by the free toll number or other official communication channels.

### 3.3.3 Processing

Following up on the complaints received with the relevant entities and ensuring they are handled in accordance with the approved Service Level Agreements (SLAs).

### 3.3.4 Closing

Verifying the solution provided and closing the complaint in the system in accordance with the approved procedures or returning it to the relevant entity to complete the required actions.

### **3.4 Complaint Submission Mechanism**

#### **3.4.1 Airports**

1. The beneficiary submits their complaint directly via GACA's communication channels.
2. The beneficiary is provided with a reference number to enable them to track their complaint.

#### **3.4.2 Air Carriers**

- 1- The beneficiary shall initially submit the complaint to the concerned air carrier to obtain a reference number in accordance with the carrier's records.
- 2- If the air carrier fails to handle the complaint within the prescribed statutory period of seven (7) days, or if the beneficiary is not satisfied with the resolution provided, the beneficiary has the right to escalate the complaint to the General Authority of Civil Aviation (GACA).
- 3- The beneficiary shall be provided with a reference number to enable follow-up on the complaint after escalation.

#### **3.4.3 Air Cargo**

- 1- The beneficiary shall initially submit the complaint to the concerned air cargo company to obtain a reference number in accordance with its records.
- 2- If the company fails to handle the complaint within the prescribed statutory period of fourteen (14) days, or if the beneficiary is not satisfied with the resolution provided, the beneficiary has the right to escalate the complaint to the General Authority of Civil Aviation (GACA).
- 3- The beneficiary shall be provided with a reference number to enable follow-up on the complaint after escalation.

#### **3.4.4 GACA Services**

- 1- The beneficiary submits the complaint through GACA's approved communication channels.
- 2- The beneficiary is provided with a reference number to enable follow-up on the complaint status.

### 3.5 Complaint Handling Mechanism

Upon fulfillment by the complainant of the approved requirements and completion of all required information and data, the complaint shall be approved by the General Authority of Civil Aviation within a period not exceeding (24) hours.

Based on the complaint categories, the Authority shall then forward it to the service provider concerned for analysis and handling in accordance with the approved Service Level Agreements (SLAs).

### 3.6 Complaint Tracking Steps

Steps for Tracking Complaints Related to Saudi Airports, Air Carriers, Air Cargo, and GACA Services

The complainant may contact the General Authority of Civil Aviation (GACA) through the official communication channels to inquire about the status of the complaint.

The complainant must provide the complaint reference number issued by the Authority to ensure receipt of accurate and up-to-date information regarding the complaint status.

### 3.7 Maximum Resolution Time for Beneficiary Complaints (SLA)

The maximum timeframe for resolving beneficiaries' complaints is defined as the total time spent in the actual process of handling and resolving the complaint by Saudi airports, air carriers, air cargo companies, and the sectors of the General Authority of Civil Aviation.



### Airport

Complaints Requiring Action  
by a Government Entity

✓

15 working days

Complaints Requiring Action  
by a Non-Government

✓

7 working days

Complaints Requiring  
Internal Action

✓

3 working days



Air Carriers

✓

14 working days



Air Cargo

✓

7 working days



GACA Services

✓

15 working days



Technical Support

✓

5 working days

### 3.8 Complaint Escalation Mechanism

The complainant may escalate their complaint to the General Authority of Civil Aviation through the official communication channels by submitting an objection, in the event that they are not satisfied with the resolution provided.

#### Statutory Timeframe for Submitting an Objection to a Complaint

<b>First Objection</b>	<b>Within 35 days of complaint processing</b>
<b>Second Objection</b>	<b>Within 15 days of complaint processing</b>
<b>Third Objection</b>	<b>Within 10 days of complaint processing</b>

### 4 Passenger Satisfaction Assessment

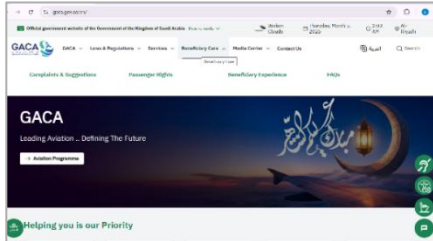
In line with the General Authority of Civil Aviation’s commitment to enhancing the beneficiary experience, improving satisfaction levels, and ensuring quality sustainability, the Authority seeks to maximize the benefit from beneficiaries’ evaluations and feedback regarding the quality of services provided to them through Saudi airports, air carriers, air cargo services, and GACA’s services.

Beneficiaries’ input is considered one of the key performance indicators that contributes to the development and continuous improvement of the services provided, as well as to enhancing overall beneficiary satisfaction.

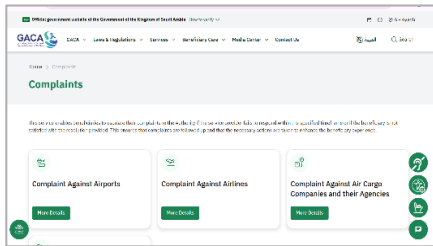
## 5 Steps to Submit a Complaint via the Authority's Website

1- Visit the official website of the General Authority of Civil Aviation through the following link:

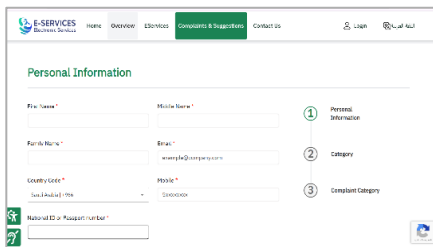
<https://gaca.gov.sa>



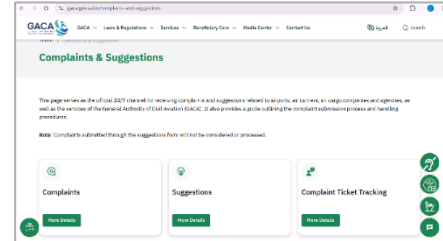
2. Click on "Beneficiary Care



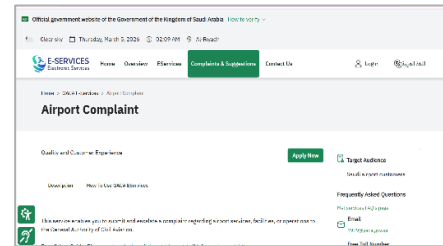
4. Select the type of Complaint



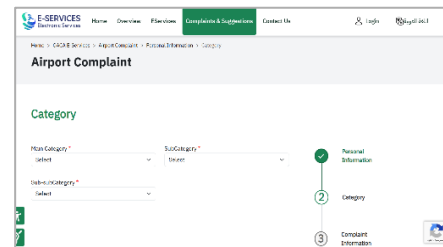
6. Fill in the complainant's information



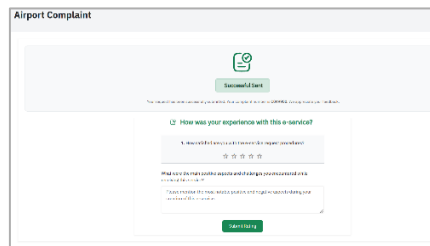
3. Click on "Complaints



5. Click on "Apply Now"



7. Fill in the complaint



8. After submitting the complaint,  
the beneficiary's experience is evaluated

## 6. Important Links

- [Passenger Rights and Obligations](#)
- [Submit a Complaint or Suggestion](#)
- [To view the Investor Journey Guide for the "Passenger With no Bag" service](#)
- [View the Frequently Asked Questions \(FAQs\)](#)
- [Access the Electronic Services Platform](#)
- [Submit an Objection to Violations Issued by the General Authority of Civil Aviation](#)

