

## **ABSTRACT**

Each Company will always try to give the best services to all customer to create nice relationship and they can have customer attraction and loyalty to the product that has been offered. Customer willingness become an important part that company should concern that can be used as a basic thing in serving customer and give customer satisfaction that can minimize company service and customer willingness gap. The purpose of this information system is to evaluated for existing information system in process customer complaint handling and to design information system customer complaint handling.

This information system design perform by collecting data from company and analyzing the existing and complaint handling process, user of system and do common design and detail.

This information system can used as an information for customer complaint handling information system and confirm it to customer and also can be used in create services and display information that needed by each division and make some report for one month.

*STTTTELKOM*