## ABSTRACT

Permata Buah Batu Residence is a residence that place at Bojongsoang Raya Road, Bandung Regency, West Java. The welfare of Permata Buah Batu Residence's citizens is handle by the administrators of neighborhood association 03, citizen s association 07, Lengkong Village. The majority of residents from this residence is college student. They are the temporary resident whose careless with around situation and social activity. Therefore will be made android-based complaint service application to help citizens for easy and fast in complaining activity. The functionality of this application, namely: input complaints, input data for mail request, view history list of complaints, view the results of follow-up complaints, view the results of follow-up mail requests, and view information of self. Androidbased complaint service application is built with Java programming language, object oriented programming methods, and MySQL database. In addition, this application built by waterfall method. With the presence of this application, the writer expect to ease the citizens of Permata Buah Batu Residence in complaining activity.

Keywords: complaints, resident, application, android studio, java, MySQL