

## ABSTRACT

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Web Based Complaint Service Application For Admin Module Case Study Permata Buah Batu Residence is an application that has a goal to facilitate RT management in handling public complaints and as a follow-up input from the Community Complaints Service at Permata Buah Batu Permata Housing Module Based Android. Method workmanship using waterfall method. This final project produces a product in the form of application which will be used by the management of RT Perumahan Permata Buah Batu. The application is built using PHP programming language and MySQL database.

Keywords: App, Complaint, Web, PHP