

## ABSTRACT

---

*Sukapura Village is a village located in Bandung Regency. Every day, The Sukapura Village serve the community who come to the office to report problems that are around The Sukapura Village. However, not all can be served because of limited office hours. Therefore, At this final project a social complaints application is created based on web application using SMS Gateway feature. This application helps the social complaints process and responding the social's complaints. This application is a web-based software using PHP programming language that is supported with the framework CodeIgniter, as well as using MySQL as data storage media. Specifications social complaints applications built using Waterfall. Once integrated with the SMS Gateway will be testing the use, testing is done by sending the complaints through the SMS. The trial results demonstrate the success of the complaints process. The successful sent of complaints social message will be saved into the database. The social complaints will be filterized before it shows up in website.*

*Keywords: SMS Gateway, Complaints Society, CodeIgniter, Sukapura*