ABSTRAC

SMKN 3 Bandung is one of vocational schools in the city of Bandung. The difficulty in handling teachers and students for school is very dangerous and makes teachers and students reluctant to voice their members. While the information contained in the relevant answers to get new information, where the information can be used as evaluation materials for better progress towards the institution. Who works anywhere who can handle accurate, fast, precise and accurate information to obtain important information contained in each complaint submitted,While the delivery process that took place at Vocational High School 3 Bandung is still done in an unsystematic manner, namely problems related to the data generated by the process of delivering the money. On the basis of what you want to know to create an application called the Secret Management Application. With this application is expected to help the process of filing problems, making problems and problems that arise when the search process is carried out. In this study web-based applications are designed using PHP MySQL. In making this program the author uses the Software Development Life Cycle (SDLC) with the Waterfall model. Which in the method there are 4 stages. namely: Need Analysis, Design, Encoding and testing. Application testing is carried out using black box testing method. From the result that this application is free of syntax errors, and the functionality produces what is expected.

Keywords: Vocational High School 3 Bandung, Complaint Management Application, PHP MYSQL