

ABSTRACT

PT. AETRA Air Jakarta is a Regional Drinking Water Company that is responsible for efforts to provide services to the community in the clean water service sector, namely clean water that is suitable for consumption and is suitable for other community needs. Customer complaint services that are still manual often make customers who have to come to report the complaint so they must come to the place directly, the water complaints service application for web-based customers at PT. Aetra Air Jakarta is expected to be a solution to these problems, with the presence of features such as adding data for filing complaints, monitoring the status of filing customer complaints is expected to facilitate the process of water complaints services for these customers. In the development of this application using the waterfall method and using the CodeIgniter Framework and MySQL database. With this application, it is expected that the water complaints service process for these customers can be used maximally.

Keywords: Application, Complaints, Customers