

ABSTRACT

Telkom University Surabaya is committed to creating a safe campus environment but faces challenges in handling violence due to the absence of a formal and easily accessible complaint system. The lack of this channel causes hesitation and uncertainty for victims to report. This research aims to design and build a web-based complaint system for the Task Force for the Prevention and Handling of Violence in Higher Education (PPKPT Task Force) at Telkom University Surabaya. The system's development utilizes the Prototype Method, which allows for an iterative and user-centered design process.

The process begins with identifying user needs, followed by the creation of a prototype that is then tested and refined based on feedback from potential users. The result of this research is a functional prototype of a web-based complaint system, which is expected to be a solution that simplifies the reporting process, increases transparency, and supports the effectiveness of the PPKPT Task Force in handling cases of violence at Telkom University Surabaya. This system is designed to contribute significantly to fostering a safer and more supportive academic environment for the entire academic community.

Keywords: *Complaint System, Violence Prevention and Handling, Prototype Method, PPKPT Task Force, Telkom University Surabaya.*