

ABSTRACT

Student's complaints handling in Informatics Faculty today is still considered not good enough because it is still manual, using paper or regular bookkeeping. There are many students who complain that their complaints are not processed quickly by those who manage, in this case the admin. Admin will also take care to handle complaints hassles that consists of several classification if it still had to use regular bookkeeping.

Incoming complaint data will also be introspective for academic community in Informatics Faculty. The Dean, Vice Dean, Lecturer of Informatics Faculty can also directly intervene to handle complaints that go through this application. From the applications will also be seen many complaints from each classification statistically.

Therefore required a medium, in this case the application may be a solution in the handling of complaints at the Informatics Faculty in Telkom Institute of Technology. The web-based application was selected because this system will be accessible to users wherever they are.

The system is deployed using CMS Joomla and MySQL for database.

Keywords: complaint, Informatics Faculty, Joomla.