

## **ABSTRACT**

*Telkom University School of Industrial Engineering is one of many education faculties at Telkom University. School of Industrial Engineering has two courses, namely Industrial Engineering and Information System. As one of the private universities, it's certainly important to provide best services in order to compete with other universities. For this reason complaint management information system development is done to ensure the quality of service. Development of the complaint management information system will be web-based. It is intended to improve the accessibility of these applications. The development of the system will use iterative method that consists of four phases: inception, elaboration, construction and transition, and using the modeling language Unified Modelling Language (UML). Complaint management information system will use PHP programming language with Codeigniter framework and MySQL as database. The development of complaint management information system is to help boost the responsiveness to complaint, monitoring the progress of complaint, and recording complaint. It's expected the output information from this application can be used to improve the quality of education provision that is conducted by the School of Industrial Engineering Faculty at Telkom University.*

*Keywords: Information System, Complaint, Iterative, Codeigniter*