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| **Number** | 13 | |
| Name | Report a User / File a Complaint | |
| **Summary** | User submits a report of another user or a complaint over a job | |
| **Priority** | 4 | |
| **Preconditions** | User is logged in  User and Worker have completed a job (optional) | |
| **Postconditions** | Admin receives User report | |
| **Primary Actor** | User | |
| **Secondary Actors** | Admin | |
| **Trigger** | User clicks the “File a Complaint” button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | User clicks the button |
|  | 2 | User fills out the complaint form (Reason for complaint, description of issue) |
|  | 3 | User hits the Submit button |
|  | 4 | Admin receives the complaint message and takes appropriate action |
| **Extensions** | **Step** | **Branching Action** |
|  | 3a | User fails to fill out the form properly and must fix it |
| **Open Issues** |  | |