

Title: The Speech Act Set of Direct Complaints: Language and Culture-Specific Features of Direct Complaints of American Speakers, Russian Native Speakers, and American Learners of Russian

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The speech act set of complaint is the least researched speech act in the field of crosscultural and interlanguage pragmatics. This study provides insights into the performance and perception of direct complaints of American speakers (ASs), Russian native speakers (RSs), and American second language (L2) learners of Russian with study abroad experience. The data was elicited through an openended oral discourse completion questionnaire followed by an assessment questionnaire. The responses to 12 situations featuring complaints provided by 30 ASs, 30 RSs, and 37 L2 learners were explored in the crosscultural and interlanguage analyses.

Language and culture-specific features of direct complaints in all language groups will be presented based on the quantitative and qualitative analyses of supportive moves, provided by the speakers to their complaints, and of the situations that they decided to opt out. The presentation will focus on major differences between ASs and RSs at the strategic and linguistic levels, and on learners' first language (L1) transfer of sociopragmatic and pragmalinguistic norms. Speakers' explanations for opting out with their underlying sociocultural values will complete the analysis. The presentation will provide some recommendations for instructional intervention to improve learners' pragmatic competence so that they can successfully negotiate a problem in the target language.

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