

APPENDICES

Appendix A: The data sheet of kinds of complaining strategies employed by the characters in the film entitled *Confessions of a Shopaholic*

Cp/S.1/01/ID/NER → The datum is categorized as a kind of no explicit reproach
 → The datum is categorized as a kind of indirect complaint
 → The datum number
 → Scene
 → The abbreviation of complaint

Dr : Direct
ID : Indirect
NER : No Explicit Reproach
EOD : Expressing of Disapproval
Acc : Accusation

No.	Code	Utterances	Context	The ways of expressing complaint		Complaint Strategies			
				Dr	ID	NER	EOD	Acc	Blame
01.	Cp/S.1/01/ID/NER	<p>Suze : Oh...Special skills, Fencing? Fluent Finish?</p> <p>Rebecca : What? Who doesn't pay their resume? Shoe! Thanks.</p> <p>Suze : Why can't you get changed in your own office?</p>	<p>P: Suze and Rebecca S: In the office's rest room T: Rebecca's resume F: Complaining</p> <p>Suze is reading Rebecca's resume about her abilities. They are fluent in Finish and great in fencing, which make Suze feels very shock, because Rebecca does not has those abilities. Suze complains to Rebecca by asking questions "special skills: Fencing? Fluent in Finish?" Actually, Suze did not want to ask the questions, she only uses the interrogative sentence to complain Rebecca.</p>		V	V			

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02.	Cp/S.1/02/ID/NER	<p>Rebecca : What? Who doesn't pay their resume? Shoe! Thanks.</p> <p>Suze : Why can't you get change on your own office?</p> <p>Rebecca : What, and let everyone at "Gardening Today" know I'm trying to leave their glorious magazine.</p>	<p>P : Suze and Rebecca S : In the restaurant's rest room T : Rebecca's new job F : Complaining</p> <p>Suze is waitingfor Rebecca in front of a rest room and complains to her because, Rebecca changes her outfit too long. Suze though that why she did not change her costume in her office.</p>		V	V			
03.	Cp/S.1/03/ID/EOD	<p>Rebecca : Did I mention I have an interview at Alette magazine?</p> <p>Suze : Only about a billion times. Ok, it's kind of leap, isn't it? Gardening to fashion? I mean, not that I meant you couldn't do it.....</p> <p>Rebecca : Suze ... since I was 14 I wanted to work at Alette magazine</p>	<p>P : Rebecca and Suze S : office T : Rebecca's new job F : Complaining</p> <p>Rebecca will follow an interview in a fashion magazine, <i>Allete</i>. Suze complains to Rebecca about her choice that she wants to change her work place from a gardening magazine to a fashion magazine. Suze thinks that her friend does not has abilities in fashion magazine.</p>		V		V		

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04.	Cp/S.3/ID/NER	<p>Rebecca : Do you do cash back?</p> <p>Hot dog seller : What?</p> <p>Rebecca : If I give you a check for \$23, will you give me one of your hot dogs and \$20 cash back, please?</p> <p>Hot dog seller : Do I look like a bank?</p> <p>Rebecca : I have an interview. They don't hold items. It's desperately important scarf.</p>	<p>P : Rebecca, Hot dog seller, Luke S : an hot dog stand T : Cash back F : Complaining</p> <p>There is a line of queue in front of a hot dog shop. Luke is buying a hot dog in the hot dog stand, suddenly Rebecca broke the line and stands up beside him. She wants to get cash back from the hot dog seller that is used to buy a green scarf. The hot dog seller does not like Rebecca's attitude, so he complains to her with the form of question. The hot dog seller also expresses his unhappy felling to Rebecca, because she has made the other consumers feel uncomfortable.</p>		V	V			

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05.	Cp/S.3/05/ID/NER	<p>Rebecca : I have an interview. They don't hold items. It's desperately important scarf.</p> <p>Hot dog seller : Desperately important scarf.</p> <p>Rebecca : Know what? It's for my great-aunt. She is in the hospital.</p> <p>Luke : Can you ask them to turn the heating up?</p> <p>Hot dog seller : Want mustard with that?</p>	<p>P : Luke, Rebecca, a hot dog seller S : In front of Hot dog stand T : Cash back F : Complaining</p> <p>Luke is paying a hot dog to the seller, suddenly Rebecca interrupt their transaction. Rebecca wants to get a cash back from the seller to buy a green scarf that will be given to her great-aunt who is in hospital. Luke does not like with Rebecca's attitude. He asks to her that she must queue in the right line, but she ignores Luke's warning. The condition makes Luke complains to Rebecca by saying that she must ask to the hospital crew to turn the heating up and not to buy a piece of scarf.</p>		V	V			
06.	Cp/D.4/06/ID/NER	<p>Receptionist : Hi</p> <p>Rebecca : I'm here for the interview at Alette magazine</p> <p>Receptionist : Alette..., Oh filled, internally, Yesterday They did post it on the web. Let's see, whogot the job.</p>	<p>P: Receptionist and Rebecca S : Alette's front office T : an interview F : Complaining</p> <p>Rebecca wants to attend an interview in <i>Allete</i> magazine. She asks to a receptionist, but the receptionist informs her that the</p>		V	V			

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		Rebecca : Oke, thanks Receptionist : Nice scarf Rebecca : Thanks, I bought it for an interview	interview was done Yesterday. The fact makes Rebecca feels sad, so when the receptionist give a compliment to her about her scarf she does not feel happy. She answers the compliment by saying a complaint.						
07.	Cp/S.7/07/ID/NER	Suze : Well, on the bright side, you hated workingfor that magazine Rebecca : [sighing] it was my income, Suze. I need my income! Suze : Oke, Bex, the most important thing is not to Panic.	P : Suze and Rebecca S : Rebecca's room T : Rebecca lost her job F : Complaining Suze is advising Rebecca, because Rebecca lost her job. Rebecca responses to Suze'sadvice by saying a complaint " it was my income, Suze.I need my income! "		V		V		
08.	Cp/S.10/08/ID/NER	Suze : Bex, I'll get the tequila, you get the bills. It's just like a Band-Aid. It's gonna be fine. [both gasping loudly] Suze : Bex! Two hundred dollar on Marc Jacobs Underwear? Rebecca : Oh, underwear is a basic human right	P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining Suze is looking at Rebecca's bills. She complains to her, because she spent a lot of money just for an underwear. To avoid conflict, Suze complains to Rebecca through a question.		V		V		

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09.	Cp/S.10/09/I D/NER	<p>Suze : Bex, I'll get the tequila, you get the bills. It's just like a Band-Aid. It's gonna be fine.</p> <p>[both gasping loudly]</p> <p>Suze : Bex! Two hundred dollar on Marc Jacobs Underwear?</p> <p>Rebecca : Oh, underwear is a basic human right</p> <p>Suze : Seventy_eight dollars on Lavender Honey?</p> <p>Rebecca : I felt sorry for the shop assistant.She had a lazy eye.</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is still looking at Rebecca's bills. Once again she complains to her, because she has spent a lot of money just for buying honey. To avoid conflict, Suze complains to her through a question.</p>		V		V		

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10.	Cp/S.10/10/I D/Acc	<p>Suze : I can't even talk about this one. A foot spa? Hasn't you gone in many times? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valuated consumer. Now they send me hate mail.</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is having a conversation with Rebecca about Rebecca's foot spa bill. Suze thinks that a foot spa is not really important. This fact makes Suze complains to Rebecca by saying I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break. Suze uses a quiet high intonation in order to express her accusation to Rebecca.</p>		V			V	
11.	Cp/S.10/11/I D/EOD	<p>Suze : I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valuated consumer. Now they send me hate mail. [wishpering]</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze and Rebecca are talking about some of Rebecca's bills. Suze complains to Rebecca about the spa bill, but Rebecca does not give her response to it. She whispers by saying a complaint to some shops that give the warning bills to her.</p>		V		V		

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12.	Cp/S.10/12/D/Blame	<p>Suze : I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valuated consumer. Now they send me hate mail. [wishpering]</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job? It's really bad.</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is counting all of Rebecca's bills. After she gets the sum, she complains to Rebecca directly by saying "Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?"</p>	V					V
13.	Cp/S.12/13/D/Blame	<p>Suze : You took a job at <i>Saving Magazine</i>? You?.</p> <p>Rebecca : I know it sounds bad, but it is in fact.</p> <p>Suze : Oh God. . . . "Ironic, "Ironic" that Rebecca Bloomwood is advising people on how to handle money. You really are thoughtless.</p>	<p>P : Suze and Rebecca S : Book store T : talking about a Rebecca's new job F : Complaining</p> <p>Rebecca and Suze are having a conversation about Rebecca's new job. Rebecca becomes a journalist in a saving magazine. She writes about the tips how to handle money, in fact, Rebecca herself has a lot of problems about handling her money. So, Suze complains to Rebecca that it is very ironic and really a wrong decision.</p>	V					V

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14.	Cp/S.15/14/I D/Acc	<p>Luke : What's this?</p> <p>Rebecca : A thousands words on store card APRS?</p> <p>Luke : Which looks as if it's been copied straight out of <i>Money for Dunmiei</i>. No, I wanted a thousand words on APRS from an Angel.</p> <p>Rebecca : Is that not an angle?</p> <p>Luke : Not unless you call "headon" an angle</p> <p>Rebecca : No.</p> <p>Luke : I don't, try it again. Remaind me why I hired you OK</p>	<p>P : Luke and Rebecca S : Office T : Discussing about Rebecca's work F : Complaining</p> <p>Luke complains to Rebecca about her writing that she copied from Google. Luke feels unsatisfied with Rebecca's work. He wants her to rewrite the work with her original writing.</p>		V			V	

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15.	Cp/S.15/15/I D/Acc	<p>Luke : Rebecca?</p> <p>Rebecca : Yes</p> <p>Luke : Did you just type “good angles” on APRS into Google?</p> <p>Rebecca : Yes, I googled. Am I fired?</p> <p>Luke : Get your coat</p>	<p>P : Rebacca and Luke S : Office T : Luke complains to the Rebecca who uses google to make her writing. F : Complaining</p> <p>After Luke advises Rebecca about her work which she copied from Google, Luke leaves her alone to his room. He returns to Rebecca’s room and finds out that she is typing “good angels” in Google’s search engine. Luke spontaneously complains to Rebecca by saying “Did you just type “good angles” on APRS into Google?”</p>		V			V	
16.	Cp/S.17/16/II D/Acc	<p>Suze : Aren’t you supposed to be getting to Alette?</p> <p>Rebecca : I’m on my way. Once you’re in, you’re in.</p> <p>Suze : You’re in as a finance guru.</p> <p>Rebecca : I give great financial advice.</p> <p>Suze : Bex, have you ever considered talking</p>	<p>P : Suze and Rebecca S : wedding dress store T : Suze did not agree that Rebecca to be a financial adviser in West Dante magazine. F : Complaining</p> <p>Suze and Rebecca are talking about Rebecca’s new job. Rebecca feels that her new job is great and</p>		V			V	

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		your own advice? The Girl in the Green Scarf	suitable for her. On the other hand, her friend, Suze, did not agree with her opinion. Suze thinks it is inappropriate. Suze uses indirect complaint by saying “ Bex, have you ever considered talking your own advice? The Girl in the Green Scarf ”.						

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17.	Cp/S.17/17/D/Blame	<p>Suze : Bex! You like him! This is terrible!</p> <p>Rebecca : No, no, no, but hypothetically....</p> <p>Suze : Hypothetically, you're being a big, fat liar! You're being a big fat liar! You're advising people about debt and you're up to your eyeballs in it.</p>	<p>P : Suze and Rebecca S : wedding dress store T : Suze did not agree that Rebecca wants to be a financial adviser in West Dante magazine. F : Complaining</p> <p>Suze complains directly to Rebecca about Rebecca's writing. Rebecca writes about the smart solution for using a credit card, whereas Rebecca herself has many problems with her credit cards. She has many debts. She also is intimidated by a debt collector, Derek Smeth. She complains to Rebecca by accusing her as a liar, because as a matter of fact Rebecca is a debtor who writes about debt and credit cards.</p>	V					V

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18.	Cp/S.21/18/D/Blame	<p>Luke : Huh....Are you OK?</p> <p>Rebecca : This isn't easy, OK. Your tie does not go with your shirt. It's bad.</p>	<p>P : Luke and Rebacca S : In front t of a restaurant T : Discussing about an invitation from Mr. West. F : Complaining</p> <p>Luke is talking enthusiastically to Rebecca about an invitation from Mr. West, but Rebecca shows a negative expression. Rebecca suddenly complains about Luke's tie. She said that it does not match with his shirt.</p>	V					V

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19.	Cp/S.21/19/I D/EOD	<p>Luke : What I really needs is a tuxedo say three buttons, size 48 regular, a white dress shirt. I will try the blue as well and a black vernie shoe in a size ten, and two advil.</p> <p>Rebecca : You speak Prada?</p> <p>Luke : Accusionally.</p> <p>Rebecca : But, if you know how to dress well. Why do you come to the office looking like.....</p>	<p>P : Luke and Rebecca S : Clothes store T: Rebecca is choosing clothes for Luke, but Luke wants to choose by himself. F : Complaining</p> <p>Luke and Rebecca are buying clothes in a store. Luke, an unfashionable person, orders some clothes to the shopkeeper. This fact makes Rebecca very shock, because Luke mentions many kinds of branded clothes fluently. Finally, Rebecca complains to Luke, if he knows about clothes why Luke always wears inappropriate clothes to the office.</p>		V		V		

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20.	Cp/S.21/20/D/Blame	<p>Luke : What would the Girl in the Green Scarf's take be on Luke Brandon?</p> <p>Rebecca : As an investement, you pretty much suck.</p> <p>Luke : What?</p> <p>Rebecca : You're a workaholic. You put in all these hours, but you don't reap the rewards. It goes into someone else's pocket.</p>	<p>P : Luke and Rebecca S : Clothes store T : Luke's performance F : Complaining</p> <p>After Luke chooses many kinds of clothes, he tries to wear it. Luke asks Rebecca's opinion about his performance. Rebecca answers honestly, she complains to Luke that Luke is a workaholic who does not have a chance to enjoy the benefit of his own work.</p>	V					V
21.	Cp/S.26/21/I D/EOD	<p>Alette : This dress is good for you, huh? With may be ... this jacket over.</p> <p>Alicia : Oh, that's genius, Alette Parfat</p> <p>Rebecca : I think that is a great dress, um, but I was thinking (silent) a little more (silent) ... of something ... like this? I mean, I'd pair it with a new Yves Saint Laurent coat.</p> <p>Alette : Show me.</p>	<p>P : Alette, Allice, and Rebecca S : Clothes Store T : Clothes for Rebecca F : Complaining</p> <p>Alette is choosing a dress for Rebecca. She chooses a brown dress and a jacket. Alicia, Alette's staf, agrees with her choices, but Rebecca disagree with her. She complains to Alette that the choice of Alette is good but Rebecca has her own choice that is better than Allete's choice.</p>		V		V		

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22.	Cp/S.27/22/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously ... How much did it cost?</p> <p>Rebecca : Alette gets an incredible discount.</p> <p>Suze : Still going to Shopaholics Anonymous?</p> <p>Rebecca : Yes!</p> <p>Suze : 'Cause you promised.</p> <p>Rebecca : I know!</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>Suze is fitting her new clothes, while talking about her wedding to Rebecca. Suddenly, Suze see a bag that full of Rebecca's new clothes. Suze knows that Rebecca buys some new clothes again, although Suze always advises her to avoid shopping. Then, Suze complains to Rebecca through her question and her accusation by saying "What's in that bag? Your new clothes".</p>		V			V	
23.	Cp/S.27/23/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously... How much did it cost? Can be a honest..</p> <p>Rebecca : Alette gets an incredible discount.</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>After Suze finds out that Rebecca buys some new clothes again, although Suze always advises her to avoid shopping. Rebecca tells that the clothes is free from Alette. Suze did not believe it, so she</p>		V			V	

No.	Code	Utterances	Context	The ways of expressing complaint		Complaint Strategies			
				Dr	ID	NER	EOD	Acc	Blame
		<p>Suze : Oh My Lord.. Still going to Shopaholics Anonymous?</p> <p>Rebecca : Yes!</p> <p>Suze : 'Cause you promised.</p>	<p>complains to her through accusing strategy by saying “Obviously... How much did it cost?”</p>						
24.	Cp/S.27/23/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously... How much did it cost? Can be a honest..</p> <p>Rebecca : Alette gets an incredible discount.</p> <p>Suze : Oh My Lord....still going to Shopaholics Anonymous?</p> <p>Rebecca : Yes!</p> <p>Suze : 'Cause you promised.</p> <p>Rebecca : I know!</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>In this scene, Suze asks Rebecca with many questions related to the new clothes, but Rebecca did not answer clearly. From the dialogue, Suze complains to Rebecca by accusing that Rebecca has not joined the Shopaholic Anonymous again, so she complains by saying “Oh My Lord..... still going to Shopaholics Anonymous?”</p>		V			V	

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25.	Cp/S.32/25/D/Blame	<p>Mrs. Korch : My name is Ms. Korch. I am your new group leader. Ms. Bloomwood?</p> <p>Rebecca : Yeah..</p> <p>Mrs. Korch : You're willing to give away your money for things that you don't need, so why not try giving away the things you don't need for no money.</p> <p>Rebecca : But here's the thing I really need those things.</p>	<p>P : Mrs. Korch, Rebecca S : Shopaholics Anonymous room T : Rebecca's new things F : Complaining</p> <p>Rebecca comes to <i>Shopaholics Anonymous</i> meeting with her bags full of her new dress. Mrs. Korch asks her to give all of her bags to charity. Rebecca disagree with Mrs. Korch suggestion, so Mrs. Korch complains to Rebecca about it. Mrs. Korch complains that why Rebecca did not try giving away the things Rebecca did not need for no money.</p>	V					V
26.	Cp/S.34/26/I D/Acc	<p>Charity shopper : oh really. We need every cent here.</p> <p>Rebecca : OK. How much?</p> <p>Charity shopper : A hundred and ten.</p> <p>Rebecca : What? How is this a charity store?</p>	<p>P : Charity shopkeeper and Rebecca S : A charity store T : The price of Rebecca's clothes F : Complaining</p> <p>Rebecca wants to get her clothes back, but the charity shopkeeper asks Rebecca to buy these clothes. She must pay \$110. Rebecca thinks that it is very expensive. She complains to the charity shopkeeper, "What? How is this a charity store?"</p>		V		V		

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27.	Cp/S.36/27/D/Blame	<p>Derek Smeth : Will the real Rebecca Bloomwood please stand up?</p> <p>Luke : Well, at least I don't have to worry about you being stalked! Oh, Damn!</p> <p>Rebecca : Luke, you don't understand!</p> <p>Luke : No, you're right, I don't!</p>	<p>P : Derek Smeth, Luke, and Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>After Luke hears Derek Smeth's testimony from about Rebecca's debt, he feels very angry. He complains to Rebecca by saying "Well, at least I don't have to worry about you being stalked! Oh, Damn!"</p>	V					V
28.	Cp/S.36/28/D/Blame	<p>Luke : So do what I hired you to do, Rebecca, and make the truth clear to somebody who absolutely doesn't understand. You are a big liar.</p> <p>Rebecca : I shop.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Luke knows that Rebecca has many debts. He feels that Rebecca has lied to him. He then expresses his anger.</p>	V					V
29.	Cp/S.36/29/D/Blame	<p>Luke : So do what I hired you to do, Rebecca, and make the truth clear to somebody who absolutely doesn't understand.</p> <p>Rebecca : I shop</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p>	V					V

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		<p>Luke : Oh, so you lie because you shop. [streaming] Ok, Ok. Why do you shop? A giant liar!</p> <p>Rebecca : Well, I ...</p> <p>Luke : Come on, come on!</p>	<p>Rebecca tells Luke that she is a shopaholic and she has many debts. Luke complains to Rebecca again about the problem. He actually did not ask question about why Rebecca shop, but he just wants to express his complaint.</p>						
30.	Cp/S.36/30/I D/EOD	<p>Rebecca : Well, you're not giving me time..</p> <p>Luke : For what? To make something up?</p> <p>Luke : Just, for once in your life, tell me the truth.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Rebecca is explaining the fact about her debt to Luke, but Luke always interrupts her. It makes Rebecca feels uncomfortable and she expresses her complaint to Luke by uttering“well, you're not giving me time”.</p>		V		V		

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31.	Cp/S.36/31/I D/EOD	<p>Luke : Just, for once in your life, tell me the truth.</p> <p>Rebecca : Because when I shop, the world gets better. The world is better.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Luke complains to Rebecca why she did not tell the truth to him. He just know the truth from Rebecca, because Rebecca has lied about her debt and the debt collector, Derek Smeth.</p>		V		V		
32.	Cp/S.36/32/I D/Acc	<p>Rebecca : And then it's not anymore. And I need to do it again.</p> <p>Luke : Well, what about honesty? What about credibility? Oh..You are so stupid!!!</p> <p>Rebecca : Well, I wanted to tell you, but I only took the job to get to Alette.</p>	<p>P : Rebecca, Luke S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Rebecca confesses that she is a shopaholic. By knowing Rebecca's testimony, Luke still complains to her questions form by saying "Well, what about honesty? What about credibility".</p>	V					V

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				Dr	ID	NER	EOD	Acc	Blame
33.	Cp/S.36/33/I D/EOD	<p>Rebecca : Luke, I'm so sorry.</p> <p>Luke : No, no, I understand. The whole thing was a lie. That absolutely makes sense.</p>	<p>P : Rebecca, Luke S : TV show T : Rebecca's debt F : Complaining</p> <p>Rebecca tells Luke that actually wants to work of <i>Allete</i> magazine not in Luke Brandon's office. It makes Luke feels upset.</p>		V		V		
34.	Cp/S.37/34/I D/Acc	<p>Crazy Woman : Singing ...</p> <p>Suze : Is she wearing my bridesmaid's dress? [door slams]</p> <p>Rebecca : Suze! That, I can absolutely explain!</p> <p>Suze : OK! Explain. Explain!</p> <p>Rebecca : Suze!</p>	<p>P : Suze, Rebecca S : in front of Suze's apartment T : Suze's bridesmaid F : Complaining</p> <p>There is a crazy woman in the city who wears Suze's bridesmaid dress which she gave to Rebecca. The woman walks in front of Rebecca and Suze. Suze is very shock and angry. She complains to Rebecca by using question form.</p>		V			V	

No.	Code	Utterances	Context	The ways of expressing complaint		Complaint Strategies			
				Dr	ID	NER	EOD	Acc	Blame
35.	Cp/S.37/35/D/Blame	<p>Crazy Woman : Singing ...</p> <p>Suze : Is she wearing my bridesmaid's dress? [door slams]</p> <p>Rebecca : Suze! That, I can absolutely explain!</p> <p>Suze : OK! Explain. Explain! Damn! Oh not again you are stupid.</p> <p>Rebecca : Suze!</p>	<p>P: Suze, and Rebecca S: In Suze apartment T: Bridesmaid dress F: Complaining</p> <p>Suze is waiting for Rebecca in front of her apartment, suddenly there is a crazy woman who walks in front of them. Suze feels very shock and angry because she sees that the crazy woman wears her bridesmaid's dress that she gave to Rebecca.</p>	V					V
36.	Cp/S.39/36/D/Blame	<p>Rebecca : [knocking the door] Suze, I have many things, incredible.</p> <p>Suze : Bloody fool! You've done it again</p> <p>Rebecca : All of them are funny</p>	<p>P: Suze, and Rebecca S: In Suze apartment T: Rebecca's new clothes F: Complaining</p> <p>Rebecca is knocking the door. Suze opens the door and she finds Rebecca standing in front of the door with many bags full of clothes. Suze complains to Rebecca spontaneously by saying "Bloody fool! You've done it again"</p>	V					V
TOTAL				12	24	5	11	8	12

Appendix B: The data sheet of kids of complaining strategies employed by the characters in the film entitled *Confessions of a Shopaholic*

Code system

CPT/S.1/01/ID/NER → The datum is categorized as a kind of no explicit reproach
→ The datum is categorized as a kind of indirect complaint
→ The datum number
→ Scene
→ The abbreviation of complaint

Dr : Direct
ID : Indirect
NER : No Explicit Reproach
EOD : Expressing of Disapproval

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
01.	Cp/S.1/01/ID/NER	<p>Suze : Oh...Special skills, Fencing? Fluent Finish?</p> <p>Rebecca : What? Who doesn't pay their resume? Shoe! Thanks.</p> <p>Suze : Why can't you get changed in your own office?</p>	<p>P: Suze and Rebecca S: In the office's rest room T: Rebecca's resume F: Complaining</p> <p>Suze is reading Rebecca's resume about her abilities. They are fluent in Finish and great in fencing, which make Suze feels very shock, because Rebecca does not has those abilities. Suze complains to Rebecca by asking questions "special skills: Fencing? Fluent in Finish?" Actually, Suze did not want to ask the questions, she only uses the interrogative sentence to complain Rebecca.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
02.	(Cp/D.1/00:03:53-00:03:55)	<p>Rebecca : What? Who doesn't pad their resume? Shoe! Thanks.</p> <p>Suze : Why can't you get change on your own office?</p> <p>Rebecca : What, and let everyone at "Gardening Today" know I'm trying to leave their glorious magazine.</p>	<p>P : Suze and Rebecca S : In the restaurant's rest room T : Rebecca's new job F : Complaining</p> <p>Suze is waiting in front of a rest room. Rebecca changes her costume so long. Suze complains to her why Rebecca did not change her costume in her office instead, she changes her costume in the restaurant's rest room.</p>	V			
03.	Cp/S.1/03/ID/EOD	<p>Rebecca : Did I mention I have an interview at Alette magazine?</p> <p>Suze : Only about a billion times. Ok, it's kind of leap, isn't it? Gardening to fashion? I mean, not that I meant you couldn't do it.....</p> <p>Rebecca : Suze ... since I was 14 I wanted to work at Alette magazine</p>	<p>P : Rebecca and Suze S : office T : Rebecca's new job F : Complaining</p> <p>Rebecca will follow an interview in a fashion magazine, <i>Allete</i>. Suze complains to Rebecca about her choice that she wants to change her work place from a gardening magazine to a fashion magazine. Suze thinks that her friend does not has abilities in fashion magazine.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
04.	Cp/S.3/ID/NER	<p>Rebecca : Do you do cash back?</p> <p>Hot dog seller : What?</p> <p>Rebecca : If I give you a check for \$23, will you give me one of your hot dogs and \$20 cash back, please?</p> <p>Hot dog seller : Do I look like a bank?</p> <p>Rebecca : I have an interview. They don't hold items. It's desperately important scarf.</p>	<p>P : Rebecca, Hot dog seller, Luke</p> <p>S : an hot dog stand</p> <p>T : Cash back</p> <p>F : Complaining</p> <p>There is a line of queue in front of a hot dog shop. Luke is buying a hot dog in the hot dog stand, suddenly Rebecca broke the line and stands up beside him. She wants to get cash back from the hot dog seller that is used to buy a green scarf. The hot dog seller does not like Rebecca's attitude, so he complains to her with the form of question. The hot dog seller also expresses his unhappy felling to Rebecca, because she has made the other consumers feel uncomfortable.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
05.	Cp/S.3/05/ID/NER	<p>Rebecca : I have an interview. They don't hold items. It's desperately important scarf.</p> <p>Hot dog seller : Desperately important scarf.</p> <p>Rebecca : Know what? It's for my great-aunt. She is in the hospital.</p> <p>Luke : Can you ask them to turn the heating up?</p> <p>Hot dog seller : Want mustard with that?</p>	<p>P : Luke, Rebecca, a hot dog seller</p> <p>S : In front of Hot dog stand</p> <p>T : Cash back</p> <p>F : Complaining</p> <p>Luke is paying a hot dog to the seller, suddenly Rebecca interrupt their transaction. Rebecca wants to get a cash back from the seller to buy a green scarf that will be given to her great-aunt who is in hospital. Luke does not like with Rebecca's attitude. He asks to her that she must queue in the right line, but she ignores Luke's warning. The condition makes Luke complains to Rebecca by saying that she must ask to the hospital crew to turn the heating up and not to buy a piece of scarf.</p>	V			
06.	Cp/D.4/06/ID/NER	<p>Receptionist : Hi</p> <p>Rebecca : I'm here for the interview at Alette magazine</p> <p>Receptionist : Alette..., Oh filled, internally, Yesterday They did post it on the web. Let's see, whogot the job.</p> <p>Rebecca : Oke, thanks</p> <p>Receptionist : Nice scarf</p>	<p>P : Receptionist and Rebecca</p> <p>S : Alette's front office</p> <p>T : an interview</p> <p>F : Complaining</p> <p>Rebecca wants to attend an interview in <i>Allete</i> magazine. She asks to a receptionist, but the receptionist informs her that the</p>				

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
		Rebecca : Thanks, I bought it for an interview	interview was done Yesterday. The fact makes Rebecca feels sad, so when the receptionist give a compliment to her about her scarf she does not feel happy. She answers the compliment by saying a complaint.				V
07.	Cp/S.7/07/ID/NER	<p>Suze : Well, on the bright side, you hated workingfor that magazine</p> <p>Rebecca : [sighing] it was my income, Suze. I need my income!</p> <p>Suze : Oke, Bex, the most important thing is not toPanic.</p>	<p>P : Suze and Rebecca</p> <p>S : Rebecca's room</p> <p>T : Rebecca lost her job</p> <p>F : Complaining</p> <p>Suze is advising Rebecca, because Rebecca lost her job. Rebecca responses to Suze'sadvice by saying a complaint "it was my income, Suze.I need my income!</p>				V
08.	Cp/S.10/08/I D/NER	<p>Suze : Bex, I'll get the tequila, you get the bills. It's just like a Band-Aid. It's gonna be fine.</p> <p>[both gasping loudly]</p> <p>Suze : Bex! Two hundred dollar on Marc JacobsUnderwear?</p> <p>Rebecca : Oh, underwear is a basic human right</p>	<p>P : Suze and Rebecca</p> <p>S : Rebecca's room</p> <p>T : Rebecca's bills</p> <p>F : Complaining</p> <p>Suze is looking at Rebecca's bills. She complains to her, because she spent a lot of money just for an underwear. To avoid conflict, Suze complains to Rebecca through a question.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
09.	Cp/S.10/09/I D/NER	<p>Suze : Bex, I'll get the tequila, you get the bills. It's just like a Band-Aid. It's gonna be fine. [both gasping loudly]</p> <p>Suze : Bex! Two hundred dollar on Marc Jacobs Underwear?</p> <p>Rebecca : Oh, underwear is a basic human right</p> <p>Suze : Seventy_eight dollars on Lavender Honey?</p> <p>Rebecca : I felt sorry for the shop assistant. She had a lazy eye.</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is still looking at Rebecca's bills. Once again she complains to her, because she has spent a lot of money just for buying honey. To avoid conflict, Suze complains to her through a question.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
10.	Cp/S.10/10/I D/Acc	<p>Suze : I can't even talk about this one. A foot spa? Hasn't you gone in many times? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valuated consumer. Now they send me hate mail.</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is having a conversation with Rebecca about Rebecca's foot spa bill. Suze thinks that a foot spa is not really important. This fact makes Suze complains to Rebecca by saying I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break. Suze uses a quiet high intonation in order to express her accusation to Rebecca.</p>	V			
11.	Cp/S.10/11/I D/EOD	<p>Suze : I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valuated consumer. Now they send me hate mail. [wishpering]</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze and Rebecca are talking about some of Rebecca's bills. Suze complains to Rebecca about the spa bill, but Rebecca does not give her response to it. She whispers by saying a complaint to some shops</p>				V

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
12.	Cp/S.10/12/D/Blame	<p>Suze : I can't even talk about this one. A foot spa? What were you doing at a foot spa? Let's take a break.</p> <p>Rebecca : They said I was a valued consumer. Now they send me hate mail. [whispering]</p> <p>Suze : Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job? It's really bad.</p>	<p>P : Suze and Rebecca S : Rebecca's room T : Rebecca's bills F : Complaining</p> <p>Suze is counting all of Rebecca's bills. After she gets the sum, she complains to Rebecca directly by saying "Bex. Oh God. . . . How are you going to pay off sixteen thousand twelve hundred and 62 dollars and 70 cents with no job?"</p>				V
13.	Cp/S.12/13/D/Blame	<p>Suze : You took a job at <i>Saving Magazine</i>? You?.</p> <p>Rebecca : I know it sounds bad, but it is in fact.</p> <p>Suze : Oh God. . . . "Ironic, "Ironic" that Rebecca Bloomwood is advising people on how to handle money. You really are thoughtless.</p>	<p>P : Suze and Rebecca S : Book store T : talking about a Rebecca's new job F : Complaining</p> <p>Rebecca and Suze are having a conversation about Rebecca's new job. Rebecca becomes a journalist in a saving magazine. She writes about the tips how to handle money, in fact, Rebecca herself has a lot of problems about handling her money. So, Suze complains to Rebecca that it is very ironic and really a wrong</p>		V		

No.	Code	Utterences	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
			decision.				

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
14.	Cp/S.15/14/I D/Acc	<p>Luke : What's this?</p> <p>Rebecca : A thousands words on store card APRS?</p> <p>Luke : Which looks as if it's been copied straight out of <i>Money for Dunmiei</i>. No, I wanted a thousand words on APRS from an Angel.</p> <p>Rebecca : Is that not an angle?</p> <p>Luke : Not unless you call "headon" an angle</p> <p>Rebecca : No.</p> <p>Luke : I don't, try it again. Remaind me why I hired you OK</p>	<p>P : Luke and Rebecca S : Office T : Discussing about Rebecca's work F : Complaining</p> <p>Luke complains to Rebecca about her writing that she copied from Google. Luke feels unsatisfied with Rebecca's work. He wants her to rewrite the work with her original writing.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
15.	Cp/S.15/15/I D/Acc	<p>Luke : Rebecca?</p> <p>Rebecca : Yes</p> <p>Luke : Did you just type “good angles” on APRS into Google?</p> <p>Rebecca : Yes, I googled. Am I fired?</p> <p>Luke : Get your coat</p>	<p>P : Rebacca and Luke</p> <p>S : Office</p> <p>T : Luke complains to the Rebecca who uses google to make her writing.</p> <p>F : Complaining</p> <p>After Luke advises Rebecca about her work which she copied from Google, Luke leaves her alone to his room.He returns to Rebecca’s room and finds out that she is typing “good angels” in Google’s search angine. Luke spontaneously complains to Rebecca by saying “Did you just type “good angles” on APRS into Google?”</p>	V			
16.	Cp/S.17/16/II D/Acc	<p>Suze : Aren’t you supposed to be getting to Alette?</p> <p>Rebecca : I’m on my way. Once you’re in, you’re in.</p> <p>Suze : You’re in as a finance guru.</p>	<p>P : Suze and Rebecca</p> <p>S : wedding dress store</p> <p>T : Suze did not agree that Rebecca to be a financial adviser in West Dante magazine.</p> <p>F : Complaining</p> <p>Suze and Rebecca are talking</p>				

No.	Code	Utterences	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
		Rebecca : I give great financial advice. Suze : Bex, have you ever considered talking your own advice? The Girl in the Green Scarf.	about Rebecca's new job. Rebecca feels that her new job is great and suitable for her. On the other hand, her friend, Suze, did not agree with her opinion. Suze thinks it is inappropriate. Suze uses indirect complaint by saying " Bex, have you ever considered talking your own advice? The Girl in the Green Scarf ".	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
17.	Cp/S.17/17/D /Blame	<p>Suze : Bex! You like him! This is terrible!</p> <p>Rebecca : No, no, no, but hypothetically....</p> <p>Suze : Hypothetically, you're being a big, fat liar! You're being a big fat liar! You're advising people about debt and you're up to your eyeballs in it.</p>	<p>P : Suze and Rebecca S : wedding dress store T : Suze did not agree that Rebecca wants to be a financial adviser in West Dante magazine. F : Complaining</p> <p>Suze complains directly to Rebecca about Rebecca's writing. Rebecca writes about the smart solution for using a credit card, whereas Rebecca herself has many problems with her credit cards. She has many debts. She also is intimidated by adebt collector, Derek Smeth. She complains to Rebecca by accusing her as a liar, because as a matter of fact Rebecca is a debtor who writes about debt and credit cards.</p>		V		

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
18.	Cp/S.21/18/D/Blame	<p>Luke : Huh....Are you OK?</p> <p>Rebecca : This isn't easy, OK. Your tie does not go with your shirt. It's bad.</p>	<p>P : Luke and Rebacca S : In front t of a restaurant T : Discussing about an invitation from Mr. West. F : Complaining</p> <p>Luke is talking enthusiastically to Rebecca about an invitation from Mr. West, but Rebecca shows a negative expression. Rebecca suddenly complains about Luke's tie. She said that it does not match with his shirt.</p>		V		

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
19.	Cp/S.21/19/I D/EOD	<p>Luke : What I really needs is a tuxedo say three buttons, size 48 regular, a white dress shirt. I will try the blue as well and a black vernie shoe in a size ten, and two advil.</p> <p>Rebecca : You speak Prada?</p> <p>Luke : Accusionally.</p> <p>Rebecca : But, if you know how to dress well. Why do you come to the office looking like.....</p>	<p>P : Luke and Rebecca S : Clothes store T: Rebecca is choosing clothes for Luke, but Luke wants to choose by himself. F : Complaining</p> <p>Luke and Rebecca are buying clothes in a store. Luke, an unfashionable person, orders some clothes to the shopkeeper. This fact makes Rebecca very shock, because Luke mentions many kinds of branded clothes fluently. Finally, Rebecca complains to Luke, if he knows about clothes why Luke always wears inappropriate clothes to the office.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
20.	Cp/S.21/20/D /Blame	<p>Luke : What would the Girl in the Green Scarf's take be on Luke Brandon?</p> <p>Rebecca : As an investement, you pretty much suck.</p> <p>Luke : What?</p> <p>Rebecca : You're a workaholic. You put in all these hours, but you don't reap the rewards. It goes into someone else's pocket.</p>	<p>P : Luke and Rebecca S : Clothes store T : Luke's performance F : Complaining</p> <p>After Luke chooses many kinds of clothes, he tries to wear it. Luke asks Rebecca's opinion about his performance. Rebecca answers honestly, she complains to Luke that Luke is a workaholic who does not have a chance to enjoy the benefit of his own work.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
21.	Cp/S.26/21/I D/EOD	<p>Alette : This dress is good for you, huh? With may be ... this jacket over.</p> <p>Alicia : Oh, that's genius, Alette Parfat</p> <p>Rebecca : I think that is a great dress, um, but I was thinking (silent) a little more (silent) ... of something ... like this? I mean, I'd pair it with a new Yves Saint Laurent coat.</p> <p>Alette : Show me.</p>	<p>P : Alette, Alice, and Rebecca S : Clothes Store T : Clothes for Rebecca F : Complaining</p> <p>Alette is choosing a dress for Rebecca. She chooses a brown dress and a jacket. Alicia, Alette's staf, agrees with her choices, but Rebecca disagree with her. She complains to Alette that the choice of Alette is good but Rebecca has her own choice that is better than Allele's choice.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
22.	Cp/S.27/22/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously ... How much did it cost?</p> <p>Rebecca : Alette gets an incredible discount.</p> <p>Suze : Still going to Shopaholics Anonymous?</p> <p>Rebecca : Yes!</p> <p>Suze : 'Cause you promised.</p> <p>Rebecca : I know!</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>Suze is fitting her new clothes, while talking about her wedding to Rebecca. Suddenly, Suze see a bag that full of Rebecca's new clothes. Suze knows that Rebecca buys some new clothes again, although Suze always advises her to avoid shopping. Then, Suze complains to Rebecca through her question and her accusation by saying "What's in that bag? Your new clothes".</p>	V			
23.	Cp/S.27/23/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously... How much did it cost? Can be a honest..</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>After Suze finds out that Rebecca buys some new clothes again, although Suze always advises her to avoid shopping. Rebecca tells</p>				

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
		Rebecca : Alette gets an incredible discount. Suze : Oh My Lord.. Still going to Shopaholics Anonymous? Rebecca : Yes! Suze : 'Cause you promised.	that the clothes is free from Alette. Suze did not believe it, so she complains to her through accusing strategy by saying “Obviously... How much did it cost?”	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
24.	Cp/S.27/23/I D/Acc	<p>Suze : I'm getting married, and you love your dress, ...and you're getting to Alette, and...</p> <p>Suze : What's in that bag? Your new clothes.</p> <p>Rebecca : Oh, that's just a dress that Alette chose for me...</p> <p>Suze : Obviously... How much did it cost? Can be a honest..</p> <p>Rebecca : Alette gets an incredible discount.</p> <p>Suze : Oh My Lord....still going to Shopaholics Anonymous?</p> <p>Rebecca : Yes!</p> <p>Suze : 'Cause you promised.</p> <p>Rebecca : I know!</p>	<p>P : Suze and Rebecca S : Wedding dress store T : Rebecca's new clothes F : Complaining</p> <p>In this scene, Suze asks Rebecca with many questions related to the new clothes, but Rebecca did not answer clearly. From the dialogue, Suze complains to Rebecca by accusing that Rebecca has not joined the Shopaholic Anonymous again, so she complains by saying “Oh My Lord..... still going to Shopaholics Anonymous?”</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
25.	Cp/S.32/25/D/Blame	<p>Mrs. Korch : My name is Ms. Korch. I am your new group leader. Ms. Bloomwood?</p> <p>Rebecca : Yeah..</p> <p>Mrs. Korch : You're willing to give away your money for things that you don't need, so why not try giving away the things you don't need for no money.</p> <p>Rebecca : But here's the thing I really need those things.</p>	<p>P : Mrs. Korch, Rebecca S : Shopaholics Anonymous room T : Rebecca's new things F : Complaining</p> <p>Rebecca comes to <i>Shopaholics Anonymous</i> meeting with her bags full of her new dress. Mrs. Korch asks her to give all of her bags to charity. Rebecca disagree with Mrs. Korch suggestion, so Mrs. Korch complains to Rebecca about it. Mrs. Korch complains that why Rebecca did not try giving away the things Rebecca did not need for no money.</p>	V			
26.	Cp/S.34/26/I D/Acc	<p>Charity shopper : oh really. We need every cent here.</p> <p>Rebecca : OK. How much?</p> <p>Charity shopper : A hundred and ten.</p> <p>Rebecca : What? How is this a charity store?</p>	<p>P : Charity shopkeeper and Rebecca S : A charity store T : The price of Rebecca's clothes F : Complaining</p> <p>Rebecca wants to get her clothes back, but the charity shopkeeper asks Rebecca to buy these clothes. She must pay \$110. Rebecca thinks that it is very expensive. She complains to the charity shopkeeper, "What? How is this a charity store?"</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
27.	Cp/S.36/27/D /Blame	<p>Derek Smeth : Will the real Rebecca Bloomwood please stand up?</p> <p>Luke : Well, at least I don't have to worry about you being stalked! Oh, Damn!</p> <p>Rebecca : Luke, you don't understand!</p> <p>Luke : No, you're right, I don't!</p>	<p>P : Derek Smeth, Luke, and Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>After Luke hears Derek Smeth's testimony from about Rebecca's debt, he feels very angry. He complains to Rebecca by saying "Well, at least I don't have to worry about you being stalked! Oh, Damn!"</p>		V		

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
28.	Cp/S.36/28/D/Blame	<p>Luke : So do what I hired you to do, Rebecca, and make the truth clear to somebody who absolutely doesn't understand. You are a big liar.</p> <p>Rebecca : I shop.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Luke knows that Rebecca has many debts. He feels that Rebecca has lied to him. He then expresses his anger.</p>		V		
29.	Cp/S.36/29/D/Blame	<p>Luke : So do what I hired you to do, Rebecca, and make the truth clear to somebody who absolutely doesn't understand.</p> <p>Rebecca : I shop</p> <p>Luke : Oh, so you lie because you shop. [streaming] Ok, Ok. Why do you shop? A giant liar!</p> <p>Rebecca : Well, I ...</p> <p>Luke : Come on, come on!</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Rebecca tells Luke that she is a shopaholic and she has many debts. Luke complains to Rebecca again about the problem. He actually did not ask question about why Rebecca shop, but he just wants to express his complaint.</p>		V		

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
30.	Cp/S.36/30/I D/EOD	<p>Rebecca : Well, you're not giving me time..</p> <p>Luke : For what? To make something up?</p> <p>Luke : Just, for once in your life, tell me the truth.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Rebecca is explaining the fact about her debt to Luke, but Luke always interrupts her. It makes Rebecca feels uncomfortable and she expresses her complaint to Luke by uttering "well, you're not giving me time".</p>	V			
31.	Cp/S.36/31/I D/EOD	<p>Luke : Just, for once in your life, tell me the truth.</p> <p>Rebecca : Because when I shop, the world gets better. The world is better.</p>	<p>P : Luke, Rebecca S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Luke complains to Rebecca why she did not tell the truth to him. He just know the truth from Rebecca, because Rebecca has lied about her debt and the debt collector, Derek Smeth.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
32.	Cp/S.36/32/I D/Blame	<p>Rebecca : And then it's not anymore. And I need to do it again.</p> <p>Luke : Well, what about honesty? What about credibility? Oh...You are so stupid!!!!</p> <p>Rebecca : Well, I wanted to tell you, but I only took the job to get to Alette.</p>	<p>P : Rebecca, Luke S : TV station T : Luke is angry with Rebecca F : Complaining</p> <p>Rebecca confesses that she is a shopaholic. By knowing Rebecca's testimony, Luke still complains to her questions form by saying "Well, what about honesty? What about credibility".</p>	V			
33.	Cp/S.36/33/I D/EOD	<p>Rebecca : Luke, I'm so sorry.</p> <p>Luke : No, no, I understand. The whole thing was a lie. That absolutely makes sense.</p>	<p>P : Rebecca, Luke S : TV show T : Rebecca's debt F : Complaining</p> <p>Rebecca tells Luke that actually wants to work of <i>Allete</i> magazine not in Luke Brandon's office. It makes Luke feels upset.</p>	V			

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
34.	Cp/S.37/34/I D/Acc	<p>Crazy Woman : Singing ...</p> <p>Suze : Is she wearing my bridesmaid's dress? [door slams]</p> <p>Rebecca : Suze! That, I can absolutely explain!</p> <p>Suze : OK! Explain. Explain!</p> <p>Rebecca : Suze!</p>	<p>P : Suze, Rebecca S : in front of Suze's apartment T : Suze's bridesmaid F : Complaining</p> <p>There is a crazy woman in the city who wears Suze's bridesmaid dress which she gave to Rebecca. The woman walks in front of Rebecca and Suze. Suze is very shock and angry. She complains to Rebecca by using question form.</p>		V		
35.	Cp/S.37/35/D /Blame	<p>Crazy Woman : Singing ...</p> <p>Suze : Is she wearing my bridesmaid's dress? [door slams]</p> <p>Rebecca : Suze! That, I can absolutely explain!</p> <p>Suze : OK! Explain. Explain! Damn! Oh not again you are stupid.</p> <p>Rebecca : Suze!</p>	<p>P: Suze, and Rebecca S: In Suze apartment T: Bridesmaid dress F: Complaining</p> <p>Suze is waiting for Rebecca in front of her apartment, suddenly there is a crazy woman who walks in front of them. Suze feels very shock and angry because she sees that the crazy woman wears her bridesmaid's dress that she gave to Rebecca.</p>		V		

No.	Code	Utterances	Context	The Functions of Complaints			
				Request to Repair	Threat	Request for Forbearance	Trouble sharing
36.	Cp/S.39/36/D/Blame	Rebecca : [knocking the door] Suze, I have many things, incredible. Suze : Bloody fool! You've done it again Rebecca : All of them are funny	P: Suze, and Rebecca S: In Suze apartment T: Rebecca's new clothes F: Complaining Rebecca is knocking the door. Suze opens the door and she finds Rebecca standing in front of the door with many bags full of clothes. Suze complains to Rebecca spontaneously by saying "Bloody fool! You've done it again"		V		
	TOTAL			23	9	0	4
				36			