The revised *WIC is here to serve you* poster (Stock #: 13-7-0721) is available to order from the WIC Catalog.

The poster was updated to reflect WIC branding and color scheme, pictures of real WIC families and staff, and contact information for the Office of Ombudsman. The updates include:

- Added numeric process in which clients can follow on how to submit a complaint.
- Added clarification for the client, if a complaint is submitted to the director, it is helpful to provide specific details such as the date and time of the incident.
- Added the Texas State WIC office email address as another form of contact.
- Added clarification for when a client attempts to submit a complaint that is still not yet resolved, they may contact the Office of Ombudsman.
- Added the contact information for the Office of Ombudsman, such as phone number and web address, to submit an online form.

If you have any questions or require additional information regarding *WIC is here to serve you* poster, please e-mail IRM Policy Inbox at IRM-Policy@hhs.texas.gov.

*This institution is an equal opportunity provider.*