

FREQUENTLY ASKED QUESTIONS

What is the difference between a full and short certificate?

Full (or long/standard) certificates show all of the details given at the time of registration. Mother's details will appear on this certificate, father's details will appear if they were given at the time of registration.

Short birth certificates have very limited use. They only show the child's name, date of birth, place of birth and gender. If you apply for this certificate in error, you will need to reapply for the full (long/standard) and pay the statutory fee again.

I live in Leicester, but was born abroad. Can I apply to Leicester Register Office for a birth certificate?

No, you can only apply to us if you were born in Leicester City. You will need to contact the country of birth or its Embassy for further advice.

I was married in a church in Leicestershire, will you hold the record?

All Church of England marriage registers for Leicestershire are held by the Leicestershire Register Office. Here at the Leicester Register Office we may hold some of the records of marriages in churches of other denominations. We advise that you call us or Leicestershire to check who holds the record before you apply.

I only have limited information, can I still apply for a copy birth, death or marriage certificate?

If the event took place less than 50 years ago you will need to supply all of the details on the form to locate the correct the entry. If the details provided on your form do not match the registration, a certificate will not be issued.

I have a GRO volume and page reference number, can you find the registration with that?

No, this system was not created by Leicester Register Office so will not help to locate the entry. It is only useful if you are applying to GRO direct.

Does it matter if the person has been adopted?

If the birth certificate is for someone who has been adopted and it is the certificate showing the original name then application should be made to the local office, stating the original name (name at birth). The application should also state that you are aware that the person has been adopted.

If the birth certificate is for someone who has been adopted and it is the certificate showing the adopted name that is required then application must be made to the [adopted children's register](#).

What happens if the birth, death or marriage took place before 1st July 1837?

Prior to July 1837 births and deaths were not registered but you may find that the local archivist holds the records. For further information contact the [Leicestershire Records Office](#).

Can I collect my certificate once it has been ordered?

The office deals with people coming in to register births, deaths or marriages. We do not therefore offer a service for online applications to be collected.

Can I come in to the office to apply?

The office deals with people coming in to register births, deaths or marriages. You can apply for copy certificates in person, but they will still take 6 working days to be issued. Applying online is the most efficient method.

Can I pay more for the certificate to be issued quicker?

There is no priority service offered here at Leicester Register Office. You can apply to the General Register Office direct, who do offer a priority service. Details can be found at <https://www.gro.gov.uk/gro/content/>

Can I cancel my application once I have submitted it?

There is no facility to cancel an order once it has been placed. Orders feed directly into our production process, leaving us unable to stop the system. Please be sure before submitting your request.

Will I get a full refund if my application is unsuccessful?

No, £1 will be retained as a refund processing fee. Further details can be found on our terms and conditions page.