

You said, We did



These are some of the changes we have introduced following your feedback



General Register Office January 2017

You said...

Rather than travel to one of the 7 libraries who hold microfiche copies of index records, I would like to have online access to the GRO index of life events

I would like to be able to order a certificate online using special delivery postal services, at the moment I have to phone the contact centre if I want to use this service

Would like the option to order a digital copy of a birth, marriage or death record rather than a paper record which is sent out by post

I would like to be able to access an up to date list of places of worship registered for marriage

The online certificate ordering page does not allow me to order a full adoption certificate until 6 months after the event and I am asked to make a telephone application

When applying for a correction to a certificate, I would prefer to receive email correspondence from you rather than a letter

We did...

In November 2016 we introduced an online index of historical birth and death records which can be accessed via www.gro.gov.uk

We introduced a service which allows customers to order a priority certificate online using a next day delivery option

We have started to trial a service which provides for a pdf copy of a record which can be emailed to the customer

Published a list of places of worship on GOV.UK www.gov.uk/government/publications/places-of-worship-registered-for-marriage

We changed the process so that you did not have to wait to apply for a full adoption certificate and you can now apply immediately online

We amended our application form to allow customers to identify a preference for correspondence ie by letter or by email



HM Passport
Office

