

Swindon Registration & Celebratory Services

Swindon Register Office

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Customer Charter



Mission Statement:

Swindon Registration Service is committed to delivering an excellent, comprehensive and accessible service to the people of Swindon and to providing a first class customer experience whilst maintaining a safe and stimulating work environment for our staff.

Our aim is to provide a friendly and welcoming environment.

We promise that you will receive a polite welcome to the office and that we will make your visit as pleasant as possible.

We will publish an annual report so that you can be informed about our performance.

Please remember that we have to work within the law. We will always explain the legal requirements to you if your wishes cannot be met.

Where is the Register Office

The Register Office is situated in:

The Civic Offices, Euclid Street
Swindon
SN1 2JH

We are open from Monday to Friday between 9.00am and 4.00 pm for all Register Office business for birth registrations and marriage and civil partnership preliminaries. We do not close for lunch.

We are open on Saturday mornings for notices of marriage and civil partnerships and for ceremonies but by appointment only.

During the summer months we are also open on Saturday afternoons for ceremonies.

We have good disabled access to our offices and also disabled toilet facilities. We are also able to offer baby changing facilities.

How to contact us

You may write to us in connection with registration matters and we undertake to respond to your letter within 2 working days of receipt.

You may telephone us during office hours on 01793 522738. We undertake to answer your call within 5 rings. If your call is not answered immediately for any reason please understand that we may be engaged with personal callers and cannot always respond to your call as quickly as we would like. You will have the option to leave a message and we undertake to respond to that message the same day. An answerphone is in operation out of office hours which provides general information. An emergency telephone number will be left on the answering machine in all cases where the office is proposed to be closed to the public for more than four consecutive days.

You may contact us by email to SuperintendentRegistrar@Swindon.gov.uk and we undertake to answer your email within 1 working day of receipt.

Our staff will identify themselves to you by name and desk name plate.

Birth, Death or Stillbirth Registration

You will be dealt with by a trained Registrar of Births and Deaths. It is his/her duty to ensure that an accurate recording is made of each birth, death and stillbirth that takes place within the Swindon district. If a birth, death or stillbirth cannot be legally registered we will give a clear explanation of the reason and tell you what happens next.

We will strive to offer you an appointment

- within 3 working days of a request for a Birth Registration
- within 2 working days of a request for a Death/Stillbirth Registration

The Registrar will aim to see clients within 10 minutes of their appointment time. If your waiting time is likely to exceed 10 minutes the reason will be explained and an approximate waiting time given. If you cannot wait to see the Registrar another appointment will be offered within 1 working day.

The registration process takes the form of a confidential and structured personal interview that can take between 15 and 45 minutes to complete.

Please remember that the registration of a birth, death or stillbirth requires a person qualified by law to attend before a Registrar. If you wish to check whether you are a qualified person please telephone the office.

We will also offer you the opportunity to use the Tell Us Once service when visiting us to register deaths thereby allowing you to notify up to 27 different local and national government departments that a person has died.

Marriage and Civil Partnership

You do not need to be resident in the district to be married in Swindon. Civil ceremonies can take place in the Register Office or in venues specifically licensed by Swindon Borough Council for the solemnisation of marriages and civil partnerships. An up to date list of these venues can be obtained from the Register Office and is available on the Swindon Borough Council website.

You will be helped by the Superintendent Registrar or her deputy. It is part of his/her duties to undertake the legal preliminaries and the solemnisation of marriages and registration of civil partnerships that take place in the Register Office and Approved Premises in the Swindon District.

Marriage and Civil Partnership Preliminaries

Notice of marriage or civil partnership (legal preliminaries) must be given by each party to the Superintendent Registrar in whose district the residential qualification has been undertaken.

We will make a provisional booking for a marriage or civil partnership to take place in an Approved Premise within the Swindon district up to 2 years in advance.

We will strive to offer you an appointment for legal preliminaries within 5 working days of a request.

The Superintendent Registrar will aim to see clients within 10 minutes of their appointment time. If your waiting time is likely to exceed 10 minutes the reason will be explained and an approximate waiting time given. If you cannot wait to see the Superintendent Registrar a further appointment will be offered within 1 working day.

The legal preliminaries takes the form of a confidential and structured personal interview that can take between 15 and 45 minutes to complete.

Your Marriage or Civil Partnership Ceremony

You will be offered a choice of ceremonies. If you wish to include any additional words the Superintendent Registrar will be happy to discuss your requirements. We will also consider any other requests you may have to make your day more memorable.

We regret that the law prevents us from including anything in a civil ceremony that has a religious connotation.

The ceremony rooms are equipped with a sound system. You may choose any appropriate non-religious music and submit it on CD or other media before the day and we will undertake to play your choices subject to the approval of the Superintendent Registrar.

We will make every effort to ensure that your ceremony day is enjoyable and will do everything we can to provide a friendly and welcoming atmosphere on your special day.

If your ceremony is to take place in one of our Approved Premises we undertake to arrive at the venue at least 30 minutes before the ceremony is due to begin.

Namings and Renewal of Vows.

You will be offered a choice of ceremonies. If you wish to include any additional words the Superintendent Registrar will be happy to discuss your requirements. We will also consider any other requests you may have to make your day memorable.

The Register Office ceremony rooms are available Monday to Friday and on Saturdays for non-statutory ceremonies to take place.

If your ceremony is to be held at an Approved Premise we undertake to arrive at the venue at least 30 minutes before the ceremony is due to begin.

Citizenship

You will be written to about your ceremony within 5 working days of your contact to us.

You will be offered a group ceremony within 60 days at the statutory fee.

Your ceremony will be dignified and conducted in the presence of the Superintendent Registrar (or her Deputy) and/or other local dignitary. The ceremony will include the playing of the British national anthem.

Applying for Certificates

The Civil Registration service has been in existence since 1837. The Superintendent Registrar has custody of all the completed registers of births, deaths and marriages in the Swindon district since that time and has the responsibility for supplying applicants with copy certificates on request providing that enough information is given for the entry required to be identified.

Personal Applications

You will be issued with an application form and a member of staff will give you advice on its completion if required.

The certificate will be issued within five working days.

If the record you have applied for is not held in Swindon we will tell you which Register Office holds it and give you their address.

Online Applications

You can complete a request for a certificate and pay for it on-line. So long as the event took place in Swindon and we can locate your entry we will issue a certificate within five working days of you applying for it.

Postal Applications

All applications will be stamped with the date of receipt.

If the correct fee has been submitted, sufficient information given to identify the entry and the record is held in Swindon the certificate will be issued within five working days of the application being received.

For all applications if the record is not held in Swindon we will notify you of the appropriate Register Office.

If the record cannot be traced from the information supplied we will write or telephone and tell you.

Nationality Checking Service

This service is to assist those applying for British Nationality.

An appointment must be made with one of our Nationality Checking Officers. We will strive to offer you an appointment within 10 working days of your request.

When you attend for appointment we will aim to see you within 10 minutes of your appointment time. If your waiting time is likely to exceed 10 minutes the reason will be explained and an approximate waiting time given.

Information regarding fees for this service can be obtained from the Register Office Reception or on the Swindon.gov website. The service provided will check your application forms to ensure that you have completed them correctly. Please note that our officers are not permitted to complete the forms for you. Staff will then take responsibility for forwarding them to the Home Office for consideration.

This is not a guaranteed fast track service, neither can the Register Office guarantee that Citizenship will be granted. The decision to award British Citizenship is taken solely by the Home Office.

Complaints

If you have any reason to complain about the service you have received from us you should initially contact the Superintendent Registrar, in person, by telephone or by post or email. Your complaint will be fully responded to within 10 working days and according to the Swindon Borough Council corporate policy.

What we expect from you

- That you will treat our staff politely and courteously
- That you will attend punctually for your appointment and if you are unable to attend for any reason that you will let us know in advance

Further Information

If you should require any further information on any aspect of this charter please contact the Superintendent Registrar in the first instance.

