

What to do when someone dies: Registering a death



Registering a death can be a very difficult experience. We hope we can support you and make it a little easier. Below, we explain how to register a death depending on where the person died and what steps to take next.

Where do I register the death?

You need to register the death at the Register Office in the area **where the person died**. Please note:

- This might be different from where you live.
- If you want to register the death closer to where you live, you will need to ask the Register Office if this is possible.
- All Register Offices need you to book an appointment. You can find contact details for the Register Offices on pages 2–3.

If the person died at home or in the Hospice

If the person died while in our In-Patient Unit or at home under our care:

- A hospice doctor or the person's GP will contact the Medical Examiner's Office.
- A Medical Examiner is a doctor who wasn't involved in the person's care. They review all deaths that are not referred to the Coroner.
- They will call you to talk about the death and explain what will be written on the death certificate.
- They will also tell you what to do next and how you can book an appointment to register the death.
- Once the Register Office receives the necessary paperwork, they will invite you to register the death within 5 days.

If the death is referred to the coroner

Sometimes, a death must be reviewed by the Coroner's Office. This happens when:

- The cause of death is not known.
- The death must be reported to the Coroner's Office by law (called a "notifiable death").

If this happens:

- You will need to wait until the Coroner's Office gives permission for the death to be registered.
- The Coroner's Office will stay in touch with you and let you know when you can make an appointment to register the death.

If the person died in hospital

If the person died in hospital, the hospital's Bereavement Office will guide you through what to do. The death will still be reviewed by the Medical Examiner or Coroner. They will tell you when, how and where you can register the death.

Register offices by area

If the death happened in Surrey Northern Registration District:

When someone dies in Surrey, including in our Hospice In-Patient Unit, you can register the death in person at one of the following Register Offices:

- Camberley
- Guildford
- Leatherhead
- Reigate
- Weybridge
- Staines

Book an appointment:

- Phone: **0300 200 1002**
- Online: **www.surreycc.gov.uk/birth-death-and-ceremonies**
- Email: **contact.centre@surreycc.gov.uk**

If the death happened in Kingston Registration District:

When someone dies in Kingston, you can register the death in person at Kingston Register Office.

Book an appointment:

- Phone: **0208 547 5000**
- Online: **www.kingston.gov.uk/deaths-1**
- Email: **registrars@kingston.gov.uk**

If the death happened in Richmond Registration District:

When someone dies in Richmond, you can register the death in person at Richmond Register Office.

Book an appointment:

- Phone: **0208 891 7188**
- Online: **www.richmond.gov.uk/registration_of_deaths**
- Email: **registeroffice@richmond.gov.uk**

If the death happened in Hounslow Registration District:

When someone dies in Hounslow, you can register the death in person at Hounslow Register Office.

Book an appointment:

- Phone: **0208 583 2090**
- Online: **<https://www.hounslow.gov.uk/births-deaths-citizenship-ceremonies/register-death>**
- Email: **registeroffice@hounslow.gov.uk**

Additional information

How much does it cost?

- The appointment to register the death is free of charge.
- There is a fee for death certificates purchased during the appointment (£12.50 each as of June 2025).
- The cost of certificates purchased after the appointment may increase.

What is the Tell Us Once service?

Tell Us Once is a free government service. We suggest using this service, as it helps you tell different government departments about a death at the same time. When you have your appointment at the Register Office, ask the registrar about Tell Us Once. They will give you a unique reference number.

You can read more about this service here:

<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

Bereavement Support

When someone dies it may be a very difficult time. It can be hard to know what to do, what to say and how to cope.

Remember that we are here for you.

If you would like any support, please contact the Bereavement, Spiritual Care & Counselling Team on **01372 461 836** or **bereavementsupport@pah.org.uk**.

Contact us

Princess Alice Hospice
West End Lane, Esher
Surrey KT10 8NA

01372 468811

Bereavement, Spiritual Care and Counselling Team

01372 461 836
bereavementsupport@pah.org.uk

www.pah.org.uk

Join us at [pahospice](https://www.pahospice.org.uk)



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