

Gender Recognition Certificate Partner Training Pack

HMCTS Digital Support Service

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Key partner role

As a partner, your role is to support users through the procedural journey of the application.

You can help by:

- Explaining the steps of the form
- Supporting users to gather documentation
- Signposting to legal advice when necessary
- Making sure users understand what happens next

Only qualified professionals (e.g. solicitors or registered advocates) can offer legal advice or represent at hearings.



Common HMCTS form input methods

Section 3 - Appeal reasons

What do you want the tribunal to make recommendations about?

Select all that apply

☐ Health
If you have an EHC plan, health details are in Section C and G

☐ Social care
If you have an EHC plan, social care details are in Section D and H

Section 1 - Being ready to appeal

Why do you not have a mediation certificate?

Make sure to explain in full why you think you do not need a mediation certificate or it may cause a delay in your appeal. The tribunal will decide if they can accept your reason.

[Continue](#) [Save for later](#)

[< Back](#)

Which language do you need interpretation for?

Think about all communication with the tribunal, as well as what you might need at a hearing in person or by video.

[Continue](#) [Save for later](#)

Upload the full decision letter

It could be a posted letter or a letter attached to an email. It will be addressed from the local authority and will talk about the child or young person's assessment outcome. You can upload a photo of the letter.

Upload a file

[Choose File](#) No file chosen

You can add up to 10 files (maximum 7MB per file)

[Continue](#) [Save for later](#)

Multiple choice (Radio buttons / checkboxes)

What it is: User selects one or more answers from a list.

Partner tip: Read all options aloud for accessibility. Clarify where multiple selections are allowed.

Free text boxes

What it is: Open fields where users can type explanations, names, or additional information.

Partner tip: Encourage clarity and brevity. Users should explain things in plain language. Offer to type if they dictate and consent.

Drop-down menus

What it is: Click-to-expand menus with a list of predefined options.

Partner tip: Make sure users scroll fully through the list. Explain unfamiliar terms as needed.

File upload

What it is: Users can attach supporting documents

Partner tip: Check files are in supported formats (PDF, Word, JPEG, etc.). Ensure filenames are clear and professional.

Common HMCTS form input methods (cont.)



Date of birth

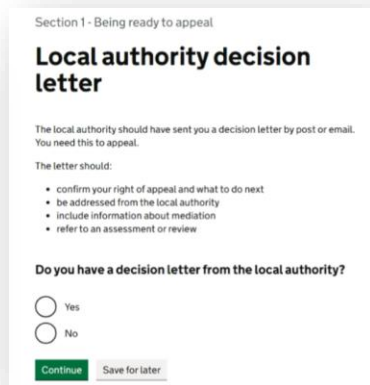
For example, 27 3 2007

Day Month Year

Date selectors

What it is: Date-picking tools (e.g. calendar pop-ups) used for deadlines or decision dates.

Partner tip: Confirm correct format (day/month/year). Cross-check dates in documents to avoid errors.



Section 1 - Being ready to appeal

Local authority decision letter

The local authority should have sent you a decision letter by post or email. You need this to appeal.

The letter should:

- confirm your right of appeal and what to do next
- be addressed from the local authority
- include information about mediation
- refer to an assessment or review

Do you have a decision letter from the local authority?

☐ Yes

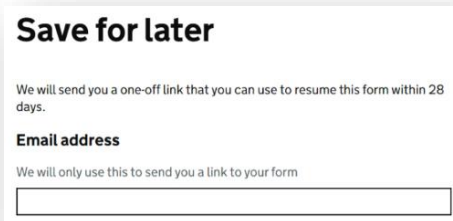
☐ No

[Continue](#) [Save for later](#)

Yes/No toggle questions

What it is: Simple binary questions throughout the form.

Partner tip: Help users think through the implications of their answers (e.g. “Do you need an interpreter?”).



Save for later

We will send you a one-off link that you can use to resume this form within 28 days.

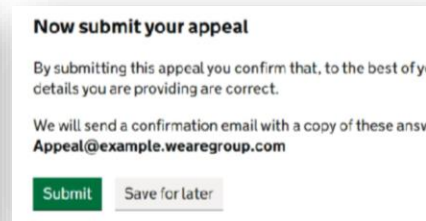
Email address

We will only use this to send you a link to your form

Email verification fields

What it is: Email entry followed by a confirmation code or verification link.

Partner tip: Ensure users have live access to their email during the session. Offer help navigating between browser tabs if needed.



Now submit your appeal

By submitting this appeal you confirm that, to the best of your knowledge, the details you are providing are correct.

We will send a confirmation email with a copy of these answers to:

Appeal@example.wearegroup.com

[Submit](#) [Save for later](#)

Buttons

What it is: Clickable elements used to take action in the form — e.g. to continue, go back, upload files, save progress, or submit the appeal.

Partner tip: Explain what each button does before clicking. Make sure required fields are completed to avoid errors when clicking “Continue” or “Submit.”



What is a Gender Recognition Certificate (GRC)?

A Gender Recognition Certificate (GRC) is a legal document issued by the Gender Recognition Panel that enables a person to:

- Be legally recognised in their affirmed gender
- Update a birth or adoption certificate, if it was registered in the UK
- Update a marriage or civil partnership certificate, if it was registered in the UK.

A GRC enables an affirmed gender to be legally recognised in the UK where they have been living as that gender for 2 or more years. The application is available **online**, supported by statutory declarations and evidence depending on the application route.

You can only be recognised as male or female – non-binary genders are not legally recognised in the UK.

More info:

<https://www.gov.uk/apply-gender-recognition-certificate>



Who Can Apply for a GRC?

To apply for a Gender Recognition Certificate (GRC), a person must:

- be aged 18 or over
- been diagnosed with gender dysphoria in the UK
- been living in their affirmed gender for at least 2 years
- intend to live in this gender for the rest of their life.
- be aged 18 or over
- have a document showing their affirmed gender is legally recognised in that country or territory.'

More information:

<https://www.gov.uk/apply-gender-recognition-certificate/how-to-apply>



What documents are required?

Stop, read this, it's essential!

Which documents the user needs to upload will depend upon their circumstances. Please support the user by suggesting they use the 'document checker' below to confirm which documents they need to upload to the application form.

Document Checker: [Before you start - Check documents needed to apply for a Gender Recognition Certificate - GOV.UK](#)

If the applicant does not wish to use the document checker then they can find information provided on Gender Recognition Certificate (GRC) required documents by GOV.UK here:

<https://www.gov.uk/apply-gender-recognition-certificate/what-documents-you-need>

Start of the application – pre form page

Before starting the online form, users are advised to review key eligibility and process information on GOV.UK.

The page explains:

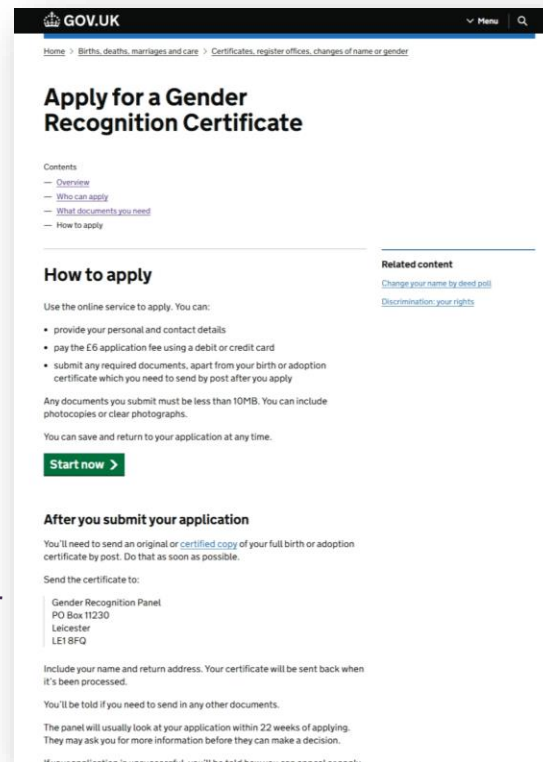
- **Who can apply**
- The application costs can be found [here](#)
- Supporting documents must be **uploaded digitally save birth or adoption certificates**. These must be posted after application as original/certified copies are required.
- The decision is made by the **Gender Recognition Panel**.

Partner tip:

- Encourage users to read this page fully before beginning
- Remind them they can **prepare documents in advance** (e.g. diagnosis letters, ID scans)
- Let them know the application can be **saved and returned to later** after starting

Reference:

<https://www.gov.uk/apply-gender-recognition-certificate/how-to-apply>



Email address & save for later

The form requires a valid email address for:

- Receiving a **verification link** (no passwords)
- **Saving progress and returning later**

Users must enter an email address and confirm it via a link before progressing.

Partner tip:

Make sure the user has access to their email inbox during the session

Let them know the **return link** is **only valid for 28 days**

If they don't have access or don't use email, they'll need to complete the form in one go (not recommended).

The screenshot shows the GOV.UK website for applying for a Gender Recognition Certificate. The header includes the GOV.UK logo and the title 'Apply for a Gender Recognition Certificate'. Below the header, there is a 'Beta' label and a note: 'This is a new service - your feedback will help us to improve it.' The main section is titled 'Email address' and contains the following text: 'You need to provide an email address to apply for a Gender Recognition Certificate using this service. This is so we can save your progress and you can return to your application later.' It then states: 'If this is your first time using this service, we will give you a reference number. You will need this if you return to your application.' and 'If you are returning to your application, you will need your application reference number. If you have lost or forgotten it, you can start a new application.' A link is provided: 'Before you start, make sure you have read the guidance on applying for a Gender Recognition Certificate (opens in a new tab)'. Below this is a form field labeled 'What is your email address?' with a 'Continue' button. At the bottom, there are links for 'Privacy policy', 'Accessibility statement', and 'Cookies', followed by a Creative Commons license notice: 'CC BY All content is available under the Open Government Licence v3.0, except where otherwise stated'.



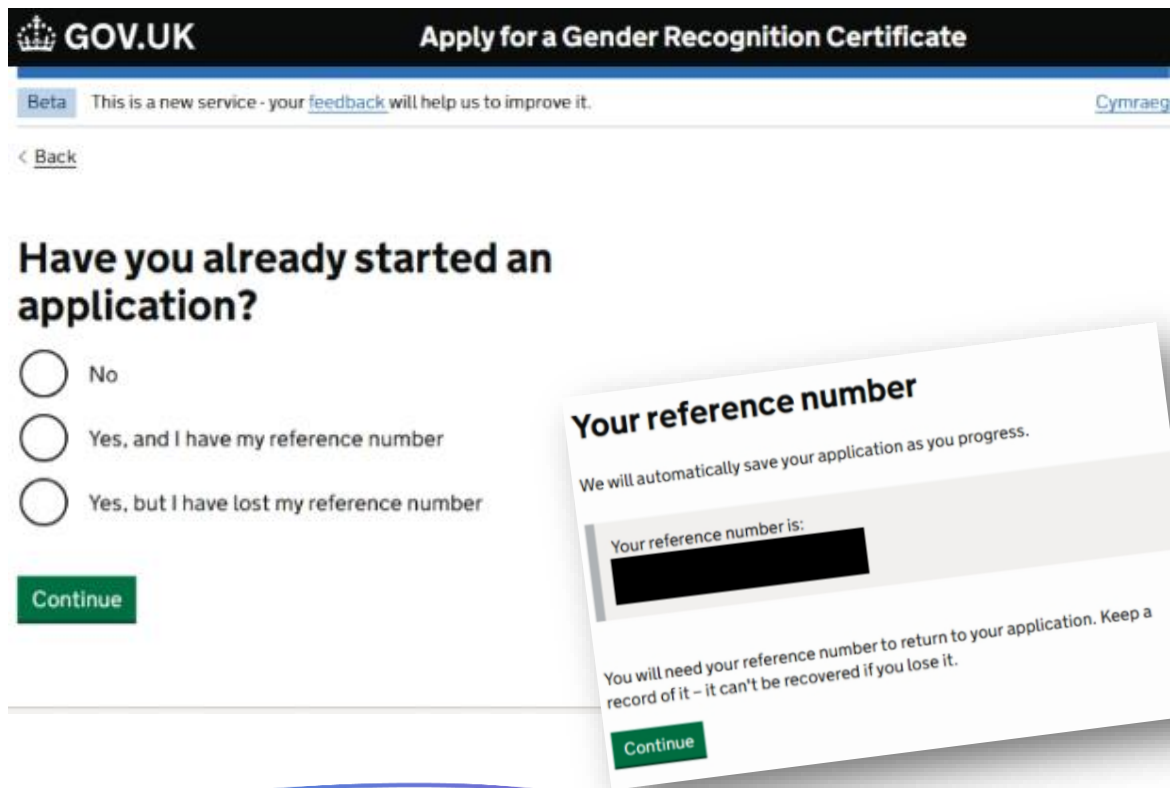
Returning to an application

Users can return to a partially completed application (provided they have the reference number).

Example Reference Number
format: **SOUG-B3Q9**

Partner Tip:

Get the user to keep a record the reference number as its essential to returning to the application.



GOV.UK Apply for a Gender Recognition Certificate

Beta This is a new service - your [feedback](#) will help us to improve it. [Cymraeg](#)

[< Back](#)

Have you already started an application?

☐ No

☐ Yes, and I have my reference number

☐ Yes, but I have lost my reference number

[Continue](#)

Your reference number

We will automatically save your application as you progress.

Your reference number is:

You will need your reference number to return to your application. Keep a record of it - it can't be recovered if you lose it.

[Continue](#)

Notifying the General Register Office

Applicants are asked to confirm:

Whether they consent to the General Register Office (GRO) being contacted about their application

This allows the General Register Office (GRO) to update records, including the user's birth certificate and, if relevant, a marriage or civil partnership certificate.

Partner tip:

- This is required for applicants born in the UK, or married/partnered in England, Wales, or Scotland
- The GRO uses this consent to prepare new documents after the certificate is granted
- Users **must** tick "I consent" if they want to continue, as the process cannot proceed without it

Notifying the General Register Office

If you were born in the UK, the Gender Recognition Panel will tell the relevant General Register Office about your application.

This will include telling them if you are married or in a civil partnership registered in England and Wales or Scotland and you are applying for gender recognition while remaining married or in a civil partnership.

After you receive your certificate, the General Register Office will contact you about your new birth certificate and, if appropriate, a new certificate for your marriage or civil partnership.

Do you consent to the General Register Office contacting you about your application?

☐ I consent

Continue

Your application screen (AKA – task list)

The application screen allows new and returning applicants to see their progress with completion of the form, they can click the blue text to go to or start an area of the application.

Partner tip:

- This page can expand and change depending on where the user is in the process and what responses they have given
- These screens often have useful information on the right-hand panel
- Some parts of the application cannot be started until other parts are marked as completed.

The screenshot shows the GOV.UK application interface for a Gender Recognition Certificate. The header includes the GOV.UK logo and the title 'Apply for a Gender Recognition Certificate'. A beta notice is present at the top. The main content area is titled 'Your application' and contains instructions on how to use the service, including saving progress and uploading documents. A right-hand panel titled 'Returning to your application' provides a link to 'Exit and return later'. Below the instructions, a 'Before you start' section shows a progress bar with 'Confirmation' in progress and 'In progress' as the next step. The 'Fill in your details' section lists three sections: 'Your personal details', 'Your birth registration information', and 'Marriage or civil partnership details', each with a 'Not started' status. The 'Upload your documents' section shows 'Statutory declarations' as 'Not started'. The 'Apply' section at the bottom shows 'Submit and pay' as 'Cannot start yet'.

GOV.UK Apply for a Gender Recognition Certificate

Beta This is a new service - your [feedback](#) will help us to improve it. [Cymraeg](#)

Your application

This is where you can provide your personal details and upload your documents.

Your application is saved automatically as you progress. You can [save and exit](#) at any time and return to your application later.

You can upload most documents online, but you will need to post us your birth or adoption certificate.

What you need to upload depends on the information you provide during your application.

Returning to your application

Your application is saved automatically as you progress.

[Exit and return later](#)

Before you start

[Confirmation](#) [In progress](#)

Fill in your details

[Your personal details](#) [Not started](#)

[Your birth registration information](#) [Not started](#)

[Marriage or civil partnership details](#) [Not started](#)

Upload your documents

[Statutory declarations](#) [Not started](#)

Apply

[Submit and pay](#) [Cannot start yet](#)

Once you have completed the other sections you can submit your application.

Gender identity and history

Users are asked to confirm:

- Their **affirmed gender** (male or female)
- The **date they transitioned** - The month and year of their transition. The date must be the same as on their gender recognition statutory declaration. It must be at least 2 years before they submit their application for a Gender Recognition Certificate.
- The **date they signed their statutory declaration**

Partner tip:

- Users may not recall an exact date
- If the applicant already has recognition from outside of the UK, they'll be prompted to upload proof later.

Reference:

<https://www.gov.uk/apply-gender-recognition-certificate/how-to-apply>

When did you transition?

Enter the month and year of your transition. For example, this could be when you changed your name by deed poll, or when you told friends or family you were changing your gender. The date must be the same as on your gender recognition statutory declaration. It must be at least 2 years before you submit your application for a Gender Recognition Certificate.

Month Year

Save and continue

[Return to task list](#)

When did you sign your statutory declaration?

Enter the date you signed your gender recognition statutory declaration in front of someone authorised to administer oaths.

Day Month Year

Save and continue

[Return to task list](#)

Notifying HMRC

HMRC need to be informed when users receive a Gender Recognition Certificate. HMCTS can do this for the user, or they can do it themselves. If the user would like HMCTS to tell HMRC they must enter their National Insurance number.

Partner tip:

- If the user selects Yes, their gender and name will be updated with HMRC and shared with the Department for Work and Pensions (DWP).

Reference:

<https://www.gov.uk/apply-gender-recognition-certificate/how-to-apply>

Notifying HMRC

HMRC must be told if you have received a Gender Recognition Certificate.

If you usually pay tax in the UK, we can tell HMRC on your behalf. HMRC will update its records with your gender and any name change, and they will tell the Department for Work and Pensions. They will send you a letter to confirm the changes.

If you prefer, [you can tell HMRC yourself \(opens in a new tab\)](#).

If you pay tax in the Isle of Man or Channel Islands, please select 'No' and tell HMRC yourself.

Would you like us to tell HMRC after you receive a Gender Recognition Certificate?

☒ Yes

What is your National Insurance number?

It's on your National Insurance card, benefit letter, payslip or P60. For example, 'QQ 12 34 56 C'.

☐ No

Save and continue

[Return to task list](#)

The “Your birth registration information” section

This section asks the user for information on their application to the official birth or adoption record.

Users are asked to provide:

- Name registered at birth or adoption
- Date of birth
- Country of birth
- District or county of birth
- Mothers or first parent’s full name
- Fathers or second parent’s name (if applicable)
- Whether they were adopted. If Yes: date and place of adoption

Partner tip:

These details must match exactly what’s shown on the applicant’s birth certificate (or adoption certificate if adopted).

Reference:

<https://www.gov.uk/apply-gender-recognition-certificate/what-documents-you-need>

What name was originally registered on your birth or adoption certificate?

First name

Middle names (only required if you have middle names)

Last name

If there is no last name on the certificate, use the last name of a parent or adoptive parent.

[Save and continue](#) [Return to task list](#)

Was your birth registered in the UK?

Select yes if you have a UK birth or adoption certificate or your birth was registered by the Forces registering service, a British Consul or High Commission, or under Merchant Shipping or Civil Aviation provisions.

☒ Yes

☐ No

[Save and continue](#) [Return to task list](#)

What is the date of birth on your birth or adoption certificate?

Enter the year in full - for example, 1987

Day	Month	Year

[Save and continue](#) [Return to task list](#)

Were you adopted?

This information will help us find your original birth record.

☒ Yes

☐ No

[Save and continue](#) [Return to task list](#)

What country was your birth registered in?

[Save and continue](#) [Return to task list](#)

Nationality and place of birth

The form collects the following:

- **Country of birth**
- **Town or city of birth**
- **Nationality**

Partner tip:

- Use information from passports or birth certificates where available

Was your birth registered in the UK?

Select yes if you have a UK birth or adoption certificate or your birth was registered by the Forces registering service, a British Consul or High Commission, or under Merchant Shipping or Civil Aviation provisions.

☐ Yes

☐ No

[Save and continue](#)

[Return to task list](#)

Check your answers screen

This screen allows users to review and edit their answers before moving on.

It's important to note that this screen can look different depending on the answers provided, for example if the person was not adopted, they will have less questions to answer and therefore less options on this screen to edit.

Partner tip:

- Remind the applicant to review the information carefully.
- They can click the blue text to “jump” to that section to update the information they provided.

Check your answers:

Birth registration details

Birth name	x y	Change
Date of birth	10 September 1991	Change
Birth registered in UK	Yes	Change
Town or city of birth	Pompey	Change
Mother's name	D X (Maiden name: Y)	Change
Father's name listed	Yes	Change
Father's name	X Y	Change
Adopted	No	Change
Forces registering service, British Consul or High Commission, or under Merchant Shipping or Civil Aviation provisions	Yes	Change

Save and continue

[Return to task list](#)

The “Marriage or civil partnership details” section

This section affects whether the applicant is eligible for a full or interim GRC.

Users are asked to confirm:

- Whether they are married, in a civil partnership, or neither
- The date and country of their marriage or partnership (if applicable) & partner's details (with consent)
- Whether their spouse or civil partner agrees to stay married or civil partnered after the Gender Recognition Certificate is issued

Partner tip:

- If the applicant is married or in a civil partnership, they'll need to upload a copy of their certificate later
- If their spouse or partner does **not** agree to stay married, they will be issued an **interim GRC** instead, this is a temporary certificate which can be used to end the marriage or civil partnership.

Reference:

<https://www.gov.uk/apply-gender-recognition-certificate>

Marriages and civil partnerships

If you've ever been married or in a civil partnership, you need to upload a scan or good quality photograph of your marriage or civil partnership certificates.

Are you currently married or in a civil partnership?

If you are in the process of ending, or you plan to end your marriage or civil partnership, you should select your current legal status

- ☐ Married
- ☐ Civil partnership
- ☐ Neither

[Save and continue](#) [Return to task list](#)

Interim Gender Recognition Certificate

When you apply for a certificate, your civil partner needs to sign a document if you want to stay in a civil partnership.

If they do not sign the document, or you're ending the civil partnership, you will get an 'interim' certificate if you continue with your application.

You can only use the interim certificate to end your civil partnership.

You have 6 months to apply for an annulment, divorce or dissolution from when you get your interim certificate.

You will get a full certificate once you're no longer in a civil partnership.

[Continue](#)

Declaration of consent

If you intend to remain in a civil partnership, your civil partner needs to fill in a [statutory declaration for civil partners \(opens in a new tab\)](#), and sign it in front of someone authorised to administer oaths.

Can you provide a statutory declaration from your civil partner?

- ☐ Yes
- ☐ No

[Save and continue](#) [Return to task list](#)

Spouse statutory declaration (if married)

If the applicant is married or in a civil partnership and wishes to **remain married** after obtaining a GRC:

- Their spouse or partner must complete and sign **Form T469**
- This confirms they agree to remain in the relationship once the applicant's legal gender is changed

The form must be:

- Witnessed by a solicitor or commissioner for oaths
- Uploaded as part of the application
- If the spouse **refuses to sign**, the user will receive an **interim GRC** and must obtain a divorce before applying for a full certificate.

Partner tip:

Handle this section with sensitivity, some users may be experiencing relationship breakdown or domestic conflict

Users may want to consider legal advice if consent is refused

More info:

<https://www.gov.uk/apply-gender-recognition-certificate/married-or-in-a-civil-partnership>

The “Upload your documents” section

Users are asked to upload supporting documents across four areas:

- **Medical reports***
- **Evidence of living in their gender***
- **Marriage or civil partnership certificate***
- **Statutory declarations***

* The documents required will change depending on answers to some of the questions in the form. The document checker ([Link](#)) can be used if needed.

Partner tip:

These documents form the legal and evidential basis of the application.

Encourage users to prepare all documents before starting this section.

Most uploads must be clearly scanned or photographed, showing full pages and names/dates where relevant. Clear file names like “MedicalReport-June2024” are helpful.

Reference: <https://www.gov.uk/apply-gender-recognition-certificate/what-documents-you-need>

Upload your medical reports

This is where you can upload your 2 medical reports.

Find out more about the [medical reports you need \(opens in new tab\)](#).

You must upload a scan or good quality photograph of the whole medical report. If the report is longer than one page, you must upload every page.

Warning We will only accept clear images of full pages. If you take a photograph, please make sure all 4 corners of each page are visible.

We process and protect all documents you upload in accordance with our [privacy policy \(opens in a new tab\)](#).

Upload files

The files must be a JPG, BMP

Please upload the files in pag

No file chose

[Return to task list](#)

Upload evidence of living in your gender

This is where you can upload evidence to show you've been living in your affirmed gender for the last 2 years.

For example, if you submit your application today, you will need evidence from May 2023 to May 2025.

Find out more about the [evidence of living in your gender you need \(opens in new tab\)](#).

Please upload a scan or good quality photograph of each piece of evidence.

Warning We will only accept clear images of full pages. If you take a photograph, please make sure all 4 corners of each page are visible.

We process and protect all documents you upload in accordance with our [privacy policy \(opens in a new tab\)](#).

Upload files

The files must be a JPG, BMP, PNG, TIF or PDF and be smaller than 10MB

Do not upload more than 4 pieces of evidence for each year. Do not upload a document you have already submitted, such as a medical report.

No file chosen

Upload medical reports

Where users are required to upload medical reports, the following is needed:

- Two medical reports written by authors who are registered in the UK (they can be two different medical doctors or a medical doctor and a clinical psychologist)
- The first report needs to confirm a gender dysphoria diagnosis and the clinical history it was based on and needs to be written by a registered doctor or clinical psychologist who practices in the field of gender dysphoria
- At least one of the reports must include details of any gender affirmation treatment received or planned
- The second report can be written by any registered doctor or clinical psychologist (registered in the UK)

Upload your medical reports

This is where you can upload your 2 medical reports.

Find out more about the [medical reports you need \(opens in new tab\)](#).

You must upload a scan or good quality photograph of the whole medical report. If the report is longer than one page, you must upload every page.

Warning We will only accept clear images of full pages. If you take a photograph, please make sure all 4 corners of each page are visible.

We process and protect all documents you upload in accordance with our [privacy policy \(opens in a new tab\)](#).

Upload files

The files must be a JPG, BMP, PNG, TIF or PDF and be smaller than 10MB

Please upload the files in page order if you can.

No file chosen

[Return to task list](#)

Uploading evidence of living in affirmed gender

Where users need to upload documents that they have lived in their affirmed gender for 2 years, applicants must provide **proof**.

Examples of acceptable documents include:

- Payslips, bank statements, tenancy agreements
- Utility bills or official letters (e.g. NHS, HMRC)
- Passport, driving licence or deed poll showing affirmed name
- Employment or education records using affirmed gender

Partner tip:

- Documents should show **name, date, and address** (if applicable)
- Recommend uploading **at least 3–6 documents** spread over the 2-year period
- Ensure scans or photos are **clear and complete** — cropped documents may be rejected

More info:

<https://www.gov.uk/apply-gender-recognition-certificate/what-documents-you-need>

Upload evidence of living in your gender

This is where you can upload evidence to show you've been living in your affirmed gender for the last 2 years.

For example, if you submit your application today, you will need evidence from May 2023 to May 2025.

Find out more about the [evidence of living in your gender you need \(opens in new tab\)](#).

Please upload a scan or good quality photograph of each piece of evidence.

Warning We will only accept clear images of full pages. If you take a photograph, please make sure all 4 corners of each page are visible.

We process and protect all documents you upload in accordance with our [privacy policy \(opens in a new tab\)](#).

Upload files

The files must be a JPG, BMP, PNG, TIF or PDF and be smaller than 10MB

Do not upload more than 4 pieces of evidence for each year. Do not upload a document you have already submitted, such as a medical report.

Choose Files No file chosen

Upload file

Uploading the statutory declaration

All users must upload a **statutory declaration**.

The declaration must be:

- Signed in the presence of an [authorised witness](#) (e.g. solicitor, commissioner for oaths)
- Dated and scanned or photographed clearly for upload

Partner tip:

- Users can find a solicitor locally to witness the declaration
- Guide them on completing Form T467 (standard statutory declaration)
- Check the image or PDF is clear and legible before upload

More info:

<https://www.gov.uk/government/publications/gender-recognition-certificate-statutory-declarations-for-applicants>

Upload statutory declarations documents

This is where you can upload copies of all required statutory declarations.

You must upload either:

- a statutory declaration for single applicants
- a statutory declaration for applicants who are married or in a civil partnership

If you fill out the statutory declaration for applicants who are married or in a civil partnership and you intend to stay in that marriage or civil partnership after you receive a certificate, you must also upload a statutory declaration signed by your spouse or civil partner.

Follow the [guidance on statutory declarations \(opens in a new tab\)](#) to find out which declaration is right for you and who can act as a witness when you sign your declaration.

You must upload a scan or good quality photograph of your documents. If the document is longer than one page, you must upload every page.

Warning We will only accept clear images of full pages. If you take a photograph, please make sure all 4 corners of each page are visible.

We process and protect all documents you upload in accordance with our [privacy policy \(opens in a new tab\)](#).

Upload files

The files must be a JPG, BMP, PNG, TIF or PDF and be smaller than 10MB

No file chosen

[Return to task list](#)

Submit and pay

The application has a fee(**Fee Info**), payable online by debit or credit card.

If the user would like to apply for help paying the fee this can be done using Form **EX160 (Help with Fees)**.

Payment options:

- **Pay now** by card
- **Choose 'Help with Fees'** and upload the completed EX160 form
- Upload financial evidence (e.g. benefits letter, income details)

Partner tip:

- Ensure the EX160 form is **fully completed and signed**
- If applying for Help with Fees, the GRC application may be paused while the decision on fees is made
- The user **does not need to delay submission** waiting for Help with Fees outcome, they can upload the reference and continue

More info:

<https://www.gov.uk/get-help-with-court-fees>

Applying for help with the fee

You can apply online for help paying this fee (opens in a new tab).

You can also download the EX160 form from that page and submit it with your application.

How are you applying for help paying the fee?

This will appear on your Gender Recognition Certificate

☒ Using the online service

What is your Help with Fees reference number?

For example: HWWF-123-456

☐ Using the EX160 form

[Save and continue](#)

[Return to task list](#)


HM Courts &
Tribunals Service

EX160

Apply for help with fees

If you have little or no savings and are on certain
or have a low income, you may not have to pay a
tribunal fee, or you may get some money off.

www.gov.uk/get-help-with-court-fees

What you will need

Before you continue, make sure you have:

Important
This is a test page. No money will be taken.
Contact the service you're trying to pay for if you are trying to make a payment.

Enter card details

Payment summary

Pay for Gender Recognition Certificate

Total amount:

£6.00

Card number

16 digit credit and debit card types



Expiry date

For example: 10/27

Month Year

/

Name on card

Card security code

The last 3 digits on the back of the card

Billing address

This is the address associated with the card

Address (line 1)

Address (line 2 (optional))

Town or city

Country or territory

PICK a country or territory

Postcode

Contact details

We'll send your payment confirmation here

Email

[Continue](#)

[Cancel payment](#)

Final summary screen

At the end of the application, the user will:

- Review a **summary of all answers** (Click the blue text to change any answers)
- Tick a box to confirm that everything they have said is true. There are serious legal consequences for making a false statement of truth.
- Click '**Submit application**'

After submission:

They will see a **confirmation screen** and receive an email receipt (next slide).

Partner tip:

- Help the user review answers for accuracy
- Ensure all required document uploads are completed

[illegible]

Post application emails

Once the user submits and pays, they'll see a confirmation screen. They will also receive a confirmation email (if they chose to receive updates by email) containing information about what happens next or what they need to do.

This marks the end of the digital application process.

Partner tip:

- Remind users that they need to follow the guidance and post original birth or adoption certificate as instructed to:
- Always check the application submitted screen for the correct postal address.
- They should include their name and return address so that it can be sent back when processed.
- Reassure users that their documents and evidence will now be reviewed by the Gender Recognition Panel, they'll be contacted if anything else is needed. They should receive a decision in 22 weeks.
- Encourage them to save or print the confirmation page and email.

Application submitted

You should post all remaining documents to us as soon as possible

We have sent you a confirmation email.

What you need to do next

Post your birth or adoption certificate to us as soon as possible – include your name, address and application reference number so we can match it to your application. Send either an original or a [certified copy \(opens in a new tab\)](#) – it will be posted back to you.

You also need to post an [EX160 form \(opens in a new tab\)](#)

If you are sending documents by Royal Mail (including tracked, special delivery, signed for, and Parcelforce), send to:

Gender Recognition Panel
PO Box 9300
Leicester
LE1 8DJ

If you are sending documents by courier (for example, DPD, Evri, Fedex), please contact us first (details below).

You can [order a birth, death, marriage or civil partnership certificate \(opens in a new tab\)](#) online if you live in England and Wales. There's a different process for [getting certificates in Scotland \(opens in a new tab\)](#) and [getting certificates in Northern Ireland \(opens in a new tab\)](#).

⚠ Warning Do not send us any other documents unless we ask you to.

What happens next with your application

Once you've sent your documents, your application will be reviewed by the Gender Recognition Panel. This usually happens within 30 weeks of you applying.

We will let you know if your application has any errors or missing documents, or if the Panel needs any more information. We will ensure you have the time you need to provide any missing or additional information.

You will then be told if you will be issued with a Gender Recognition Certificate, and what you can do if your application has not been accepted.

If you need to contact us

Include your application reference number – we will send this to you by post when we have received your application.

If you need to contact us before you have received your application reference number, include your full name and postcode.

GRPenquiries@justice.gov.uk
Telephone: 020 3936 8968
Monday to Friday, 9am to 5pm
[Find out about call charges \(opens in a new tab\)](#)

GOV.UK

Your application for a Gender Recognition Certificate has been received.

What you need to do next

Post the rest of your documents as soon as possible – include your name and address so we can match them to your application.

You need to post:

- your original or a certified copy (<https://www.gov.uk/certifying-a-document>) of your full birth certificate
- an EX160 form (<https://www.gov.uk/government/publications/apply-for-help-with-court-and-tribunal-fees>)

Your documents will be posted back to you.

Send to:

Gender Recognition Panel
PO Box 9300
Leicester
LE1 8DJ

If sending documents by courier, please contact us first (details below).

You can [order a birth, death, marriage or civil partnership certificate online](#) if you live in England and Wales. There's a different process for [getting certificates in Scotland](#) and [Northern Ireland](#).

Your application will then be reviewed by the Gender Recognition Panel. You will be contacted if they need more information.

You will then be told if you will be issued with a Gender Recognition Certificate, and what you can do if your application has not been accepted.

The panel will usually look at your application within 30 weeks of applying.

If we need to contact you by post in the next 6 months, please let us know if there are any dates we should avoid (for example, if you are away on holiday).

If you need to contact us

Include your application reference number – we will post this when we have received your application.

If you need to contact us before this, include your full name and postcode.

GRPenquiries@justice.gov.uk
Telephone: 020 3936 8968
Monday to Friday, 9am to 5pm
[Find out about call charges](#)



Questions and further support

Useful gov.uk resources:

Document Checker:

[Before you start - Check documents needed to apply for a Gender Recognition Certificate - GOV.UK](#)

Application overview:

<https://www.gov.uk/apply-gender-recognition-certificate>

Required documents:

<https://www.gov.uk/apply-gender-recognition-certificate/what-documents-you-need>

Help with Fees (EX160):

<https://www.gov.uk/get-help-with-court-fees>

Statutory declaration guidance:

<https://www.gov.uk/government/publications/gender-recognition-certificate-statutory-declarations-for-applicants>



Summary – any questions?

Thank you for taking part in this GRC training.

If you have further questions about your role or need support, please contact:

We Are Group Community Partnerships Network Team
Network@wearegroup.com

You can also revisit this pack at any time or access the online resources for up-to-date guidance and support links at [HMCTS Network Training](#)

Any questions?



Thank you!