FEE FOR INTERVENTION (FFI)

Before You Query an FFI Invoice: Checklist and Deadlines

Work through this the day the invoice arrives. Put the invoice next to the notification of contravention (NoC) and your own records, and check them line by line.

Invoice number and customer reference	
Invoice date	
Query deadline (21 days after the invoice date)	
NoC date and inspector	
Completed by	

1. Gather	Done	Not needed	Notes
Found the NoC letter (or enforcement notice) the fee relates to	☐	☐	
Pulled the visitor log, emails and call records for the dates on the invoice	☐	☐	
Checked for earlier invoices on the same case (invoices go out every two months)	☐	☐	

2. Check the invoice against the NoC and your records	Done	Not needed	Notes
Every line relates to a breach named in the NoC, not to advice only	☐	☐	
Dates and hours match when HSE was on site or in contact	☐	☐	
If other businesses were in breach on the same visit, asked how time was split	☐	☐	
Any separate specialist cost is explained and relates to the breach	☐	☐	
No line is duplicated or already paid	☐	☐	

3. Send the query (free)	Done	Not needed	Notes
Emailed feeforintervention@hse.gov.uk (or phoned 0300 0033 190) with the invoice number	☐	☐	
Named each line queried, the reason, the evidence attached, and what you want	☐	☐	
Kept a copy of everything sent and received, with dates	☐	☐	

4. Time limits (HSE's query and dispute process)	Done	Not needed	Notes
Query: as soon as possible, and no later than 21 days after the invoice date	☐	☐	
Pay any amount you are not questioning within 30 days of the invoice date	☐	☐	
HSE says it will tell you its decision on a query within 21 days	☐	☐	
Dispute (only after a query): in writing, within 21 days of HSE's reply	☐	☐	
Dispute not upheld: you pay the invoice plus a fee for the panel's costs	☐	☐	

Actions

Lines to query (date, activity, hours) and why	Who	By when	Done

Undisputed amount paid on: _____ Query sent on: _____ HSE reply received on: _____

Not legal advice. Based on HSE's FFI pages, its query and dispute process and HSE47, checked 16 Nov 2026. You cannot dispute the hourly rate or the principle of cost recovery. Check the dates in HSE's replies.