



City of Boston, Massachusetts
Office of Police Accountability and Transparency
Evandro C. Carvalho, Executive Director

CIVILIAN REVIEW BOARD (CRB) - COMPLAINT #570

COMPLAINANT'S NAME: [REDACTED]

CASE TIMELINE:

Date of Incident: November 11, 2024
Time of Incident: 12:36 AM
Location of Incident: Hills Road and River Street, Hyde Park
Date of Filing: 03/12/2025¹
Date of CRB Decision: July 14, 2026

BOSTON POLICE DEPARTMENT (BPD) EMPLOYEE(S):

Employee Name	District	Employee ID#	Sex	Race/Ethnicity
Detective John Nguyen	A-7 ²	011438	M	Asian

CASE PROCEDURAL HISTORY: This is the second time this case has been heard by the CRB. It was previously heard on 06/08/2026 during which time the Complainant testified.

SUMMARY OF ALLEGATIONS:

1. On 11/11/2024 Complainant contacted 911 due to a domestic dispute. Two officers responded to her vehicle location at Hills Road and River Street in Hyde Park. Complainant told the officers that she and her partner [REDACTED] had a verbal altercation in her vehicle and he then grabbed her hair, ripping out some of her dreadlocks. [REDACTED] then took off on foot from the vehicle before police arrived.
 - a. The responding officers took notes from Complainant and then filed a police report with E18, and the case was then assigned to Detective John Nguyen.
 - b. Complainant alleged Nguyen ignored multiple calls and emails from her asking for case updates. She further alleged that Nguyen called her at approximately 7:00 PM the night before her Clerk Magistrate Hearing to notify her of the hearing.

¹ Complainant originally submitted this complaint on 03/12/2025 and re-submitted the same complaint on 10/30/2025. They were combined into one complaint.

² At the time of the incident, Nguyen was assigned to the Domestic Violence Unit (DVU) and he worked wherever the domestic incident took place. Currently he is assigned to A-7 (East Boston).



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Because of the last minute notice, Complainant had to miss work the following day in order to attend the hearing. She was terminated from her employment as a result. The application for criminal complaint was filed at the Dorchester Division of the Boston Municipal Court (BMC) instead of the West Roxbury Division of the BMC (jurisdiction of where the incident took place), which was geographically further from Complainant.

- c. Although Complainant appeared at the Clerk Magistrate Hearing, Detective Nguyen did not appear. Another Detective (who did not identify himself or interact with Complainant) appeared on behalf of Detective Nguyen. Complainant alleged that this Detective never attempted to discuss the case with her. Complainant further stated that she did not think the Detective knew who she was. She said very little during the hearing because the clerk asked basic quick questions of the Detective (who appeared to have no knowledge of her case). At the end of the hearing the clerk found no probable cause.
- d. Complainant called Detective Nguyen shortly after the hearing, and he returned her call her several days after. He was sympathetic and told her he could see if he could 're-file' the case. Further follow up with Nguyen was unsuccessful as he did not return her multiple follow-up calls. A supplemental application of criminal complaint was never filed by Nguyen on behalf of Complainant for the 11/11/2024 assault.
- e. Complainant alleged this lack of communication with Detective Nguyen about her case and the substitution of another Detective who never interacted with her prior to and during the hearing resulted in the clerk finding no probable cause. Complainant alleged these actions by Detective Nguyen and the second unknown Detective prior to and on 03/05/2025 were negligent.



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APPLICABLE RULES & LAWS:

1. **BPD Rule 102§4 (Neglect of Duty):** This includes any conduct or omission which is not in accordance with established and ordinary duties or procedures as to such employees or which constitutes use of unreasonable judgment in the exercising of any discretion granted to an employee.
 - a. Allegations of Misconduct: Complainant alleged Detective Nguyen did not respond to her multiple requests via phone and email for case information. He did not tell her about the Clerk Magistrate Hearing on 03/05/2025 until approximately 7:00 PM on 03/04/2025 causing her to miss work on 03/05/2025 and have an unexplained absence with her employer. This caused her termination. The replacement officer who went to the Clerk Magistrate Hearing on behalf of Nguyen failed to communicate with her at the Clerk Magistrate Hearing and did not advocate for her case at the hearing, directly impacting the result of her hearing.

SUMMARY OF INVESTIGATION:

1. OPAT Investigator called Complainant on 12/16/2025 and interviewed her regarding her complaint.
 - a. During this call Complainant confirmed she contacted 911 for help on 11/11/2024 because she was attacked by the father of her children, [REDACTED]. She stated they were driving together in the Hyde Park area and got into a verbal argument. During the verbal argument [REDACTED] ripped her dreadlocks out of her head. She was scared so she called 911. At some point after he ripped her hair from her head, [REDACTED] left the vehicle. Two officers arrived and took her statement. Because [REDACTED] was not present in the vehicle when the officers arrived, they did not arrest him. Shortly after the assault by [REDACTED], Complainant contacted the E18 station asking about her case. She was told Detective John Nguyen was assigned to it.
 - b. Following the assault on 11/11/2024, Complainant stated she attempted to make contact with Nguyen multiple times via telephone and email, but he did not respond to any of her requests until 03/04/2025. She could not specifically identify the dates and times when the calls were made stating her call log deletes from her cell phone after thirty days. She said she made many attempts to contact Detective Nguyen during this period.
 - c. Nguyen contacted Complainant at approximately 7:00 PM on 03/04/2025 to inform her there was a Clerk Magistrate Hearing the following morning. She did not know she was having any hearing until this point; and, due to



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the late notice by Nguyen, she had to call out of work on 03/05/2025 to attend it. This hearing occurred on 03/05/2025 at the Dorchester Division of the BMC. Complainant did not know why it was at this location considering the assault occurred in Hyde Park. Complainant attended the hearing as did [REDACTED] and several of [REDACTED] family members. It was unclear when [REDACTED] was notified (and surprising to see that his family members had notice of the hearing date). Nguyen did not show up at the hearing; another Detective was present in his place. Complainant did not know the name of this officer. At the hearing, Complainant did not know if the Detective or clerk knew who she was because neither addressed her at any time. She expected the clerk or the Detective present to ask her questions and let her talk about the incident but they did not. During the hearing, [REDACTED] attorney spoke the majority of the time, and the clerk subsequently determined there was no probable cause. Complainant was extremely upset and left the courthouse and called Detective Nguyen. Nguyen returned her call about two or three days after the hearing. Nguyen said he would try to have the case re-opened. As a result, OPAT Intake Coordinator attempted to contact him several times between 03/2025 and 06/2025 on Complainant's behalf. Nguyen did not return her calls.

- d. Complainant stated she was attacked by [REDACTED] the month before this assault, on 10/1/2024. A criminal case was filed for this assault. She did not understand why the 11/11/2024 assault would not also be entered as a criminal offense or why this wasn't addressed during the Clerk Magistrate Hearing.
 - e. Complainant stated the 10/01/2024 incident occurred in West Roxbury and the 11/11/2024 assault occurred in Hyde Park. The application for criminal complaint pertaining to the 10/01/2024 assault was filed in the West Roxbury Division of the BMC. The application for criminal complaint pertaining to the 11/01/2024 assault was filed in the Dorchester Division of the BMC. Complainant did not understand why both were not filed at the West Roxbury Division of the BMC.
2. On 12/16/2025 OPAT Investigator reviewed emails received from Complainant (on the same day). These emails showed copies of photos she took on 11/11/2024 of her head and dreadlocks. One photo shows her bare scalp where it appears dreadlocks are missing. The second photo shows a long dreadlock (per Complainant the one that was ripped by [REDACTED] from her scalp) on her bathroom sink. A second email shows a text message exchange between Complainant and [REDACTED]



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- a. Complainant: *"You deserve everything that's about to happen to you."*
"And you ripped my son's shell out my head. Congratulations [REDACTED]."
 - b. [REDACTED]: *"When I die tonight I want u to know u did this.....I'm not going back to jail."*
3. On 12/16/2025 OPAT Investigator received an email from Complainant which contained a copy of a text she sent to [REDACTED]. Complainant indicated she sent a copy of the police report for the 11/11/2024 assault to [REDACTED] Probation Officer.
- a. The police report is documented [REDACTED] and was reported on 11/11/2024 at 01:09 from district E18.
 - b. The narrative of the report stated the following:
 - i. *About 12:36AM, on Monday 11/11/24, Officer Veillard assigned to the L421A unit along with Officer Gomes in the L412A unit, assisted by the L905 (SGT Sullivan) responded to a radio call for a domestic violence intimate partner at River Street and Hillis Rd in Hyde Park, MA. Upon arrival, the officers were met by a very hysterical female later identified as [REDACTED] who stated that while in the vehicle with her kids' father [REDACTED] they got into a verbal altercation, at which [REDACTED] grabbed and ripped some of her dreadlocks.*
 - ii. *"A complete description of the suspect was broadcasted on ch4, and the officers canvassed the surrounding area looking for the suspect to no avail."*
 - c. OPAT Investigator noted that the police report categorized the Offense as Assault - Simple; and listed the Complainant as the Victim and [REDACTED] as the Suspect.



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- d. On 12/16/2025 OPAT Investigator reviewed an additional **police report** pertaining to the assault on 10/01/2024. This report was provided on this day by Complainant via email.
- i. This police report is documented [REDACTED] and was reported on 10/01/2024 at 09:00 AM from District E5.
 - ii. The narrative of this report stated the following:
 1. *About 8:04 AM on Tuesday 10/01/2024 Officer (Jimmy) Nguyen and Christie in the E202D responded to a radio call for a domestic in progress at [REDACTED]. Upon arrival, Officers spoke with [REDACTED] who stated that she was involved in an altercation with her boyfriend, [REDACTED]. [REDACTED] stated that she attempted to kick [REDACTED] out of the house but he refused to leave. [REDACTED] stated that an argument ensued when she notified him that he had to move out. [REDACTED] stated that [REDACTED] attempted to grab her left shoulder but missed and grabbed her left side of her face instead.*
 2. [REDACTED] stated that [REDACTED] took her house keys and cell phone prior to leaving the scene. [REDACTED] stated that [REDACTED] fled in the woods going towards Georgetowne. Officers searched the area and Georgetowne to no avail.
 - iii. Upon reviewing this police report, OPAT Investigator noted that there were two offenses against [REDACTED] (the Suspect): Assault-Simple and Larceny theft from a building. The involved property was a cell phone and household goods (house keys). Complainant was the victim.
5. On 12/30/2025 OPAT Investigator requested the **CAD** for [REDACTED] and the **Body Worn Camera (BWC)** for **Officer Estenel Veillard (ID# 116225)** from **BPD**.
6. On 01/23/2026 OPAT Investigator requested the **BAT sheet** for all detectives assigned to the DVU who were also assigned to court for 03/05/2025 in order to determine the detective who attended the Clerk Magistrate Hearing on 03/05/2025 in Nguyen's place.
7. On 01/28/2026, BPD provided the following email response to all of these evidence requests: *This is related to a Domestic Violence -Intimate Partner incident, per MA state law reports can only be released to the person(s) listed as the victim. As a result, this information can not be shared.*
8. On 12/16/2025 OPAT Investigator reviewed multiple emails from Complainant containing forwarded emails she had sent to: john.nguyen@pd.boston.gov on



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03/12/2025, 06/29/2025, and 10/30/2025. Complainant noted there was no response to these emails. On 01/28/2026, OPAT Investigator emailed Complainant asking for the entire list of texts, phone calls and emails to Nguyen or the E18 district or the DVU. Complainant responded she did not have this information. Complainant responded: *"After a while I gave up once he told me to email and I realize he wasn't answering my calls or emailing me back. I literally gave up and put it in the OPAT's Intake Coordinator's hands. From there she was doing all the calling. Dorchester courthouse are the original people that told me he is the one that should have been reaching out to me to give me a follow up but never did and it's going to be a year later come March."*

9. OPAT Investigator reviewed all documented communication between Complainant and the Intake Coordinator pertaining to the Intake Coordinator contacting Nguyen and/or the E18 precinct.
 - a. Intake Coordinator contacted E18 by telephone on 04/11/2025 and was told someone would contact Complainant. Intake Coordinator contacted E18 again on 04/25/2025 and left a voicemail on Complainant's behalf. On 04/29/2025 the Intake Coordinator contacted Complainant and indicated she called E18 and left an additional voicemail. She also provided the following information to Complainant: the phone number to the Sergeant at E18 and the phone number to the DVU.
10. On 12/24/2025, OPAT Investigator went in person to the West Roxbury Division of the BMC to review the **court record** pertaining to the assault on Complainant by [REDACTED] on 10/01/2024. The court clerk [REDACTED] provided copies of the **Application for Criminal Complaint and the Criminal Docket** [REDACTED]
 - a. OPAT Investigator determined the Application for Criminal Complaint was filed by BPD (Detective Allison Berry-O'Toole) on 10/29/2024, within one month of the 10/01/2024 assault.
 - b. OPAT Investigator determined the Clerk Magistrate Hearing for the 10/01/2024 assault was held on 05/06/2025. Per conversation with Complainant, she was notified on 04/22/2025, two weeks prior.
 - c. Detective Berry-O'Toole attended the hearing on 05/06/2025 and both she and Complainant spoke during the hearing answering questions pertaining to the 10/01/2024 assault. Complainant indicated at this hearing she and [REDACTED] were allowed equal time to speak.
 - d. At this hearing on 05/06/2025, the Clerk Magistrate found probable cause that [REDACTED] did commit the offense A&B on a family/household member on 10/01/2024.



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11. On 01/16/2026, OPAT Investigator contacted the Dorchester Division of the BMC via telephone and spoke to the clerk [REDACTED] (last name not provided) who provided the following information:
- a. OPAT Investigator determined there was no criminal docket pertaining to the assault on Complainant on 11/11/2024.
 - b. OPAT Investigator determined the Application for Criminal Complaint was filed on 01/08/2025 by Detective Nguyen, approximately two months following the assault.
 - c. OPAT Investigator verified the Clerk Magistrate Hearing was held on 03/05/2025. Complainant verified via telephone she was notified on 03/04/2025 at 7:00 PM.
 - d. Detective Nguyen did not show at the Clerk Magistrate Hearing. The other Detective did in Nguyen's stead.
 - e. At the Clerk Magistrate Hearing on 03/05/2025, no probable cause was found.
 - f. OPAT Investigator determined that a recording of this hearing was not maintained due to no probable cause being found.
 - g. OPAT Investigator attempted to find the name of the Detective who did attend this Clerk Magistrate Hearing on 03/05/2025 but the Clerk indicated a sign in sheet for this day was not maintained (due to the duration of time passed).
12. OPAT Investigator learned Detective John Nguyen is currently assigned to A7, BPD district in East Boston. On 01/16/2026, OPAT Investigator contacted the A7 Detective Line and requested to speak with Nguyen. Nguyen agreed to speak with the OPAT Investigator and provided the following information:
- a. He was promoted to Detective in approximately 2017. He was assigned to the DVU from about 2021 to 2024. The DVU is located at [REDACTED] but the officers respond to where the crime is; and, if certain districts are short staffed they go to whichever district needs help. He covered in Hyde Park and Mattapan and other districts when he was assigned to DVU . From about 2024 to present, he has been at A7 East Boston as a Detective.
 - b. Nguyen did not remember Complainant or her case. He indicated the DVU was an extremely busy unit. It was not unusual for another detective to be assigned to go to court and attend Clerk Magistrate Hearings. If Nguyen was working a different case and could not make it, another Detective
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would go in his place and the facts of the case are read before the clerk. This is not against any rules or regulations.

- c. He does not recall any lack of communication between him and the Complainant. He does not recall telling her the prior day before her hearing. He encourages her to re-file the criminal complaint if she is unhappy with the outcome of the Clerk Magistrate Hearing.

EVIDENCE REQUESTED/REVIEWED:

The following materials were identified, requested, and reviewed as part of the OPAT investigation.

I. Evidence Available and Reviewed

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
570-EV0001	Intake Form	Complainant's first intake	N/A	03/12/2025	several times from 12/16/2025 to present
570-EV0002	Intake Form	Complainant's second intake	N/A	10/30/2025	several times from 12/16/2025 to present
570-EV0003	Interview with Complainant	Detailed interview via telephone	12/16/2025	12/16/2025	several times from 12/16/2025 to present
570-EV0004	Interview with Complainant	Email messages from Complainant with copies of her photos	12/16/2025	12/16/2025	several times from 12/16/2025 to present



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Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
570-EV0005	Email messages from Complainant	Attached are text messages between her and [REDACTED] and his Prob. Ofcr. Also copies of her email attempts to Nguyen	N/A	12/16/2025	several times from 12/16/2025 to present
570-EV0006	Phone Call to Dorchester Division of BMC Dorchester	Phone conversation with clerk [REDACTED] (last name not provided) for information pertaining to the application for criminal complaint, Clerk Magistrate Hearing and the lack of criminal record pertaining to the assault on 11/11/2024	N/A	01/16/2026	Several times from 01/16/2026 to present
570-EV0007	West Roxbury Division of BMC Docket	[REDACTED]	12/24/2025	12/24/2025	Several times from 12/24/2025 to present



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Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
570-EV0008	Police Report	[REDACTED]	12/16/2025	12/16/2025	Several times from 12/16/2025
570-EV0009	Police Report	[REDACTED]	12/16/2025	12/16/2025	Several times from 12/16/2025
570-EV0010	Interview with Nguyen	Via telephone	01/16/2026	01/16/2026	01/16/2026

II. Evidence Requested but Not Yet Received

Evidence ID	Evidence Type	Description / Title	Date Requested	Status
570-EV011	CAD	Incident history pertaining to the assault between Complainant and [REDACTED] on 11/11/2024	12/30/2025	On 01/28/2026, BPD emailed that they could not provide due to this case involving domestic violence



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570-EV012	911/Turret Tape	911 and turret tapes pertaining to the assault between Complainant and [REDACTED]	Not requested due to the 01/28/2026 email from BPD	On 01/28/2026, BPD emailed that they could not provide due to this case involving domestic violence
570-EV013	BAT for all detectives assigned to court from the DVU on 03/05/2025	A list of all of the names of officers who appeared in court on 03/05/2025	01/23/2026	On 01/28/2026, BPD emailed that they could not provide due to this case involving domestic violence
570-EV014	BWC from Officer Estenel Veillard ID #116225	Footage from the BWC of the officer who was on scene responding to Complainant's 911 call	01/23/2026	On 01/28/2026, BPD emailed that they could not provide due to this case involving domestic violence



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CIVILIAN REVIEW BOARD (CRB) RECOMMENDED FINDINGS:

CRB recommends the following findings regarding allegations that **Detective John Nguyen (ID #011438)** violated the following BPD rules:

BPD Employee's Name	Applicable Rule	Recommended Finding
Detective John Nguyen	102§4 (Neglect of Duty)	Sustained

SUMMARY FINDINGS:

Detective John Nguyen (A7) - ID #011438

1. BPD Rule: 102§4 Neglect of Duty

Civilian Review Board (CRB) Finding: Sustained

Analysis: After reviewing all of the evidence in this case , the board determined the following:

- Detective Nguyen was the DVU Detective assigned to Complainant's case. His lack of communication with her and his non-response to her multiple requests for case updates, questions and general information is neglect of duty. From the date of incident until the night before the Clerk Magistrate Hearing, Detective Nguyen was non-responsive to Complainant's calls, texts, and emails. He did not proactively contact her with case updates until the evening before the Clerk Magistrate Hearing. Complainant had to miss work with no advance notice. She did not speak on her behalf at the hearing due to confusion by Detective Nguyen's absence. The Detective in his place did not know enough information about her case to advocate for her.
- Furthermore, it's unclear why Detective Nguyen filed for the criminal complaint at the Dorchester Division of the Boston Municipal Court instead of the West Roxbury Division of Boston Municipal Court which would have allowed the already filed application for criminal complaint pertaining to the 10/01/2024 assault to be presented in the same court. The Clerk Magistrate at the West Roxbury Division of the Boston Municipal Court could have heard both cases.
- A supplemental application for criminal complaint was not filed by Detective Nguyen on Complainant's behalf. After their conversation several days after the hearing on 03/05/2026, Detective Nguyen did not contact Complainant, despite her repeated efforts to contact him.
- The board also considered Detective Nguyen's statements:
 - He did not recall her or her case.
 - He encouraged her to re-file.



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CRB BOARD DECISION:

The CRB reached a unanimous (6-0) decision regarding allegations against **Detective John Nguyen, ID# 011438**, in violation of the following BPD Rules:

Officer's Name	Applicable BPD Rule	CRB Ruling
Detective John Nguyen	102§4 (Neglect of Duty)	Sustained

CRB RECOMMENDED DISCIPLINE:

According to the Discipline Matrix established by the Boston Police Department, the CRB has recommended the following discipline for **Detective John Nguyen, ID# 011438**:

BPD Employee Name	Applicable BPD Rule	Recommended Discipline
Detective John Nguyen	102§4 (Neglect of Duty)	One day suspension